



PARENT HANDBOOK

CONTACTING THE DAYCARE

The daycare can be reached at either of the two following numbers:

Line #1: 519-746-7510

Line #2: 519-746-3393

Address: 368 Erb Street West, Waterloo, Ontario N2L 1W6

Email address: info@WITDA.com

Website: www.WITDA.com

Please keep for future reference

This Parent Handbook serves as a reference for the daycare policy and operations

**WATERLOO INFANT TODDLER DAYCARE ASSOCIATION
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WATERLOO INFANT TODDLER DAYCARE ASSOCIATION

PARENT HANDBOOK

The purpose of this document is to inform parents of the policies and practices of the Waterloo Infant Toddler Daycare Association, both as required by the Ministry of Education (as set forth by the Child Care and Early Years Act, 2014), which grants our license, and as have evolved during our time of operation. We also follow requirements set out by the Disabilities Act, Health and Safety Act, Waterloo Region Public Health and have incorporated these policies and procedures into this handbook. The daycare is operated as a non-profit and charitable organization, administered by a volunteer Board of Directors. The elected Board of Directors makes policy decisions while the Director of the Centre runs the day to day operations. WITDA is not a cooperative daycare. However, input is solicited from parents where appropriate.

The Board of Directors and the Director review the policies and practices in this handbook and all other documents related to the Centre on a regular basis. Policies and Procedures will be revised as necessary and reviewed annually.

Please keep your handbook as a reference.

Waterloo Infant Toddler Daycare Association Program Statement

Waterloo Infant Toddler Daycare Association (WITDA) strives to provide a welcoming, healthy and stimulating environment for all our families. Our organization has a team of qualified Registered Early Childhood Educators dedicated to each child's well-being. Our holistic approach engages children in all domains including: cognitive, social, emotional, and physical development. WITDA strives to be inclusive and evolves to meet the needs of our children and their families.

Our educators nurture the individual needs of each child; supporting and gently guiding children in their learning by incorporating the document, *How Does Learning Happen Ontario's Pedagogy for the Early Years*. This document consists of four foundational elements including: belonging, well-being, engagement, and expression. Belonging is the sense of connectedness observed in the relationships between children, families, and educators. Well-being is supported physically through appropriate nutrition planning and teaching self-care, as well as mentally through self-regulation (the ability to calm oneself). Engagement is hands-on learning based on the children's interests and needs. Expression is the progressive communication seen through conversation, actions, and play.

Families are paramount, and we strive to build strong relationships with each and every one. Our open-door policy (where families/guardians may come into the classroom freely throughout the day) provides warm, non-judgmental, and responsive communication amongst children, families/guardians, and staff to create a supportive, enriching program. This can be seen through documentation, daily interactions, and planned meetings with families/guardians. As an organization, we view each other as team members and support each other to create a healthy work environment. We have unified relationships that are strengthened through team building opportunities. Through family engagement we are cultivating an authentic relationship, which strengthens our community and creates a sense of trust where we can support, collaborate and learn from each other.

Our organization believes children are competent, capable, curious, and rich in potential. Through the educator's observations and documentation, we provide child-initiated and adult-supported experiences. Our educators have a thorough understanding of the children's needs and interests. They use the environment as a tool to deepen their learning. This can be seen through provocations (teacher-initiated experiences or questions that sparks continued in depth learning), and open-ended materials that foster the children's natural curiosity. We understand that each child is a unique individual. The learning environments are mindful of all populations and based on children's developmental needs. We believe it is important to nurture children's confidence, so they are not afraid to make mistakes. We provide opportunities to repeat and expand experiences, promoting growth. Our educators demonstrate patience, teach understanding, and acknowledge the children's feelings by creating a safe and comfortable environment. By demonstrating positive behaviour and through interactions children learn respect, empathy, and acceptance. In our daily program, we guide children in problem solving and self-regulation by helping them identify emotions and taking time to listen to their needs.

We believe that the transition between indoor and outdoor play should be emergent, interchanging and constantly evolving based on the children's current interests. We feel there are many opportunities for children to explore and expand their knowledge in all developmental

domains through manipulating the indoor and outdoor environment. We support the children's learning by bringing outdoor play inside and incorporating indoor learning centres outside. Our organization spends a minimum of two hours outdoors per day, (weather permitting). WITDA is equipped with an indoor space for active play where children can work on their gross motor (large muscle movement) skills and abilities.

We feel that language and literacy in all forms is very important to our children at WITDA. Where we can we use different languages to help new children transition from other countries and to learn English. We seek guidance from parents and will use google translator when needed to help children understand our day until they learn the routine and are more comfortable with the English language. Each classroom promotes literacy in many different forms throughout the year to excite and engage children's interest in literacy. We want children to love reading books so their minds can reach a rich and full potential. At our Bilingual location we promote French and English on a daily basis to expand children knowledge of language.

Children should have an opportunity to rest in a calm, relaxing environment being mindful of parental/guardian requests and children's individual needs. Cots are provided for all children to rest in a darkened, quiet room with peaceful music playing. We also provide comforting activities throughout the day for the children to soothe their minds and bodies.

WITDA has a strong commitment to nurturing the body with carefully planned snacks and well-balanced meals in accordance with Canada's Food Guide. We respect the need for dietary restrictions and parental/guardian requests for the health, safety, and well-being of the child. As knowledgeable professionals, we lead by example promoting healthy habits. We maintain a clean and safe organized environment where children can play freely without risking injury.

Community support agencies are a strong part of our organization. They each bring their own knowledge and skills to support children, families/guardians, and educators establishing quality care in the program. The skills and knowledge they bring forward inspire new learning opportunities into our programs. Throughout the year, we are involved in the continued learning of volunteers, high school, college, and university programs. We value the different perspective each community member brings forth.

New professional learning opportunities are continuously posted and encouraged for staff. Learning opportunities are relevant to each staff member's personal goals. All staff are committed and responsible for their own professional development. WITDA feels that continuous professional learning empowers the staff and promotes growth throughout the organization.

In the interest of keeping our view and beliefs emergent and ensuring high quality care in our program, we will continuously reflect, re-evaluate, and revise our program statement as needed, or annually. All staff will participate in an annual self-reflection. Educators will also reflect on the program statement goals monthly during team meetings to ensure the approaches set out in the program statement are being implemented in their rooms and will be revised and re-evaluated as needed. In addition, all educators are committed to abide by the standards set out by the College of Early Childhood Educators and Code of Ethics & Standards of Practice. The approaches set out in the program statement are being implemented to fit our organization's vision. We support this through: annual staff surveys, parent/guardian surveys,

and family-teacher nights, staff performance reviews with goal setting, staff meetings, and team meetings. All staff, students, and volunteers are expected to review the program statement prior to interacting with children, as well as any time the program statement is modified. All monitoring of compliance, in regard to the program statement, will be kept on file for three years.

COMMUNICATION REGARDING FAMILIES OR PERSONS WITH DISABILITIES

Waterloo Infant Toddler Daycare Association will strive at all times to provide our parents in a way that respects the dignity and independence of parents with disabilities. We are also committed to giving individuals with disabilities the same opportunity to access our centre's service and allowing them to benefit from the same service as other families.

Waterloo Infant Toddler Daycare Association will work with families of children or themselves with disabilities regarding communication, service animals and support people along with training of centre staff. The Centre will do its best to accommodate a child or parent with a disability. With regards to parents with disabilities, we will work with them to provide all the necessary information needed to enroll their child. Through verbal, written, or other means that would help a family enroll. Throughout the time the family is with the centre, we will work with the family to meet their needs regarding billing, notice of temporary disruption of service for the child and gathering and receiving feedback. This could be through email large print of all handbooks, invoices, notice or calling and giving all this info by voice. These are just a few examples of how we would work with the family. Each family will be treated with respect and dignity when it comes to communicating anything regarding their child(ren) or about the Centre.

There may be times when we will not be able to accommodate a child into our centre with special needs or disabilities. This would only happen if we were not able to meet the needs of that child or because of other children in our care. One example could be: if in one program we have a few children with special needs or disabilities, we would not be able to accommodate another child with a disability in that same age group or room. If we (staff) cannot effectively meet the needs of the new child as well as the present children, we would not be able to offer care. We would however, keep the child on the waiting list and enroll them when the next space came available assuming they meet all age requirements and we can adequately provide care for all children involved. Care would be accepted without question if a support person accompanied that child(ren) but it would not be at the cost of the centre. The waiting list order would be followed.

CENRE OPERATION

POLICY FOR WAITING LIST AND ENROLMENT

LEGAL GUARDIANSHIP OF CHILDREN

Only parents or legal guardians may pick up a child (ren) unless a release form has been filled out previously by the parent/guardian. If another individual is going to pick up, the daycare staff is expected to ask for photo I.D. from the individual to ensure it is the correct individual picking up the child. If someone comes to pick up and no release form has been signed, the individual

may not take the child until the parent/guardian is called and they specify that the individual may pick up the child.

With regards to separated parents, staff cannot legally withhold a child(ren) from a parent without a custody order. If parents are separated and no custody order is in place either parent can pick up the child any time. If an order or agreement is in place the Centre must have a copy of the agreement on file and will follow the instructions on the agreement. If an issue arises over a child being picked up, the Director will contact one or both parents and try to settle it. If necessary staff or Director can call police if they feel the child is in jeopardy or if the custody order is being broken. If a parent has given permission for another person to pick up, we cannot legally withhold the child for any reason. We are required to inform the parent if there are any concerns. All attempts should be taken to contact the parents about our concerns before releasing the child. The childcare centre will not choose sides when it comes to custody issues and will only provide information that is valid for the time(s) the child(ren) is in our care. The only exception for not releasing a child to a parent is if staff feels the person picking up is intoxicated or they suspect intoxication. We will do our best to keep the person at the centre until another family member can be contacted or if necessary we will call the police

WAITING LIST & WAITING LIST PRIORITY

Waterloo Infant Toddler Daycare Association belongs to the Region of Waterloo centralized waiting list system. All families who want to be place in our Centre must register on this waiting list. The contact info for onelist is www.onelistwaterlooregion.ca WITDA's criteria for waiting list purpose are as follows:

WITDA Main Site: For the main site will first take present and past families and employee's children as first priority by contact date on the centralized waiting list. Second priority will be families who have an older child attending school at K-W Bilingual School and who have registered on the Region's centralized waiting list. We take priority by contact date. Third priority will be families from the outside. All families must place their name on the Region's centralized waiting list and we will fill open spaces from that list.

K- W Bilingual School Site: For the school site WITDA will first take present and past families and employee's children from K- W Bilingual as first priority by contact date on the Centralized waiting list. Second will be any families from WITDA's main site who wish to attend K-W Bilingual School. Third priority will be families from the outside. All families must place their name on the Regions centralized waiting list and we will fill open space from that list.

WITDA St. John's Summer Camp Site: WITDA St. John's Summer Camp is run on a first come first server basis. You can put your name on our waiting list through onelist. One month before camp registration is open, anyone on the camp waiting list whether on onelist or WITDA's internal reminder list, will be notified of the opening registration date. We will send out a final reminder one to two weeks before camp opens. Camp will open each year for registration on January 2nd. Families will be able to register online. Detail to register will be sent in the reminder emails or families can visit our website at any time.

Please inform us that you have placed your child on the centralized waiting list, so we can go in and place them in proper priority.

If you would like to know your placement on our waiting list please contact the Centre and we will let you know your placement on the list. Please be advised that our waiting list is very lengthy and can take over one and half to two years to get into our Centre. We do not save or guarantee present or past family a place in our Centre. We do our best to keep an up to date waiting list.

WAITING LIST SUMMER CAMP

WITDA St. John's Camp runs on a first come first served basis. Camp will open for enrolment on January 2nd or the first working day after New Year's Day at 7:30 am. Enrolment forms will be available at Waterloo Infant Toddler Daycare Association main site and at St. John's Christian Nursery School. Any families interested in summer camp may place their name on the waiting list at www.onelistwaterlooregion.ca all families will receive an email before the date to remind them when Camp registration will open along with everything about Camp. Once any child on the waiting list has been offered a camp space all other open spaces will be on a first come first service basis.

To secure a space at Camp, families may have to drop off a cheque or submit an email transfer to payments@witda.com. Your enrolment forms go to admin@witda.com the first day after Family Day. For families who attend WITDA or have attended WITDA in the past, the fees will be deducted by direct withdrawal. For new families and families who attend St. John's Nursery School or have attended St. John's Nursery School in the past, cheques or email transfer to payments@witda.com will be accepted. Upon registration we will need to receive one week camp fees to hold the spaces and posted dated cheques for the remainder of the camp weeks dated for the beginning of each month.

FEE PAYMENTS

Fee payments are due on the second of each month for which care is received. Upon enrolment parents/guardians are given a form for Direct Withdrawal from their bank account. This form must accompany the enrolment papers. If a child(ren) enrolls before the monthly direct withdrawal can be taken out, fees can be paid by cash, cheque or preferred email transfer. By the next payment date Direct Withdrawal needs to be in place.

The first month's fees must be paid upon registration. We do not regularly invoice parents for the monthly fee, however, if a parent needs a written invoice for whatever reason we will provide one upon request. We do not write out monthly receipts for cheques or cash. Tax receipts for Income Tax purposes are issued before the end of February each year. Charitable donation receipts are issued at the same time. Some employers in the community have matching donation programs. Receipts for matching charitable donation programs will be issued when necessary.

Parents are required to pay a \$25.00 charge in the event of N.S.F. cheques or withdrawals. N.S.F. fees and missed fee due to N.S.F. needs to be paid as soon as office notify the parent of the missed payment. If fees are not paid your child(ren) space is in jeopardy of not be accepted into care.

If, due to program limits, the Centre is unable to move a child to the next program level, or the child is not ready to move the child will remain in their current program until a space is available. To maintain revenue, fees will be paid in accordance with the program the child is in.

All classroom fees are posted on the front hall bulletin board. Whenever there is a fee increase parents will be given 60 days' notice of any fee changes. This is set by the Board of Directors.

There will be no refund of fees if a child is off ill for sickness weather short or long-term illness. Our fee structure does not allow for a refund of fees while a child is absent from the daycare due to illness, vacation or extended vacations.

ENROLLMENT

The office staff administers all enrollment procedures. The daycare requires payment of a registration fee and child's first month fee upon enrollment of each child. Registration fee for the daycare is \$200.00 per child. Your Registration fee includes two Fobs (if required) to access the building. A registration fee for all children returning to the Centre within a year from the termination date is \$150.00. One hundred dollars is refundable with one month's written notice of the withdrawal date. In order to receive \$100.00 back you must attend the Centre for one month and proper notice must be given to receive the refund. –**The fee and registration fee are non-refundable if space is canceled longer than 24 hours from receipt of payment. This includes weekends.**

New Family Enrollment: Deposit of Registration fee is non-refundable if the child(ren) does not physically attend the program regardless of notice period. Once the child(ren) begins attendance, one month written notice of withdrawal notice is required to be eligible for any refund of the \$100.00. Full month's fees must be paid.

Fees are due on the second of each month. WITDA has direct withdrawal program for collecting fees. Upon enrolment to WITDA parents will be given the papers to complete the banking information.

As soon as WITDA receives your \$200.00 (per child) the space is reserved for your child(ren). If you enroll in the Centre with less than 30 days of starting the first month's fees are required at time of registration.

PAYMENT AND RECEIPT INFORMATION

For WITDA St. John's Summer Camp there will be NO REFUND or CANCELLATION/ WITHDRAWAL after April 30th. All fees will need to be paid for the camp weather you attend or not regardless of our ability to fill your space. Each family will receive one Fob for entry of the Camp building. This fob will need to be returned on the last day your child attends camp in the summer. If you fail to return the fob you will be charged \$15.00 per fob. If you already have a WITDA or St. John's fob they will be added to the data base for entry.

Waterloo Infant Toddler Daycare Association do not write monthly receipts for cheques, cash or direct withdrawal. Tax receipts for income tax purposes are issued before the end of February each year. Charitable donation receipts are issued at the same time. Some employers in the

community have matching donation programs. Receipts for matching charitable donation programs will be issued when necessary.

New Family Enrollment: Deposit of Registration fee is non-refundable if the child(ren) does not physically attend the program regardless of notice period. Once the child(ren) begins attendance one month written notice of withdrawal notice is required to be eligible for any refund of the \$100.00. Full month's fees must be paid.

If you withdrawal from the Centre and want to come back in a month or two we cannot hold a space for you without your full fee payment for the space. We cannot guarantee you a space back at the Centre or in the same room. Your name goes back on the priority waiting list with a new contact date.

As soon as WITDA receives your registration fee(s) and first month's payment for the space, your space is reserved. This is per child. To hold your space once offered you can drop off a cheque made to WITDA or send an email transfer to payments@WITDA.com. Once we receive payment your child's space is secured to start on the agreed upon date. The first months fees are paid at the time of registration and once started the next month's fees will be taken out by direct with withdrawal. No space is secure until the registration and first's month fee(s) has been paid.

ADMISSION

Children who are new to WITDA are often able to adjust more smoothly if parents help to ease the transition for them. When possible, we prefer parents visit the centre with their children before the child's first day. If this is not possible, parents can visit with their children for a period of time during their first few days of enrollment and gradually withdraw as their child becomes more comfortable.

All required paper work must be completed in full before the child is able to stay at any of the WITDA program sites. This includes payment of fees, contact information for parents and emergency contacts, all immunization requirements and any health information. Parents are required to keep the Centre updated of any changes to the child's or parents living status, medical health, major family changes or you if your employment or schooling changes. Our records need to be accurate at all times in case there is an emergency and we need to get a hold of you.

CHILDREN'S RECORDS

Children's records are kept in a locked cabinet in the office area or office designated space. These files hold all information about your child that you, the parent, have completed or forms Educators have completed. Items kept in the child's file would be: enrolment, immunization, consent, medication and accident forms and any progress report from other agency with written permission from the parent. (Note: each parent will receive a copy of all accident reports that pertain to their child within 24 hours of an accident.) Children's files are kept for three years after child has withdrawn from the program. Children's files are open to be viewed by all Educators and office personnel and the Ministry of Education.

SUBSIDIZED CARE

The daycare has a purchase of service agreement with the Region of Waterloo. Families who qualify can apply through the regional child care office. There are a limited number of subsidized spaces in the daycare. Fees not covered by subsidy will become the responsibility of the parent(s). The daycare will notify the parents if additional fees are required. These fees will be collected by Direct Withdrawal after the initial confirmation has been communicated by Subsidy. Any parent(s) paying fees must follow all procedures that fee-paying parents do. To withdrawal from the program a minimum of two weeks' notice is required. If, however you know sooner please inform the office. The more notice we have the easier it is to fill spaces.

HOURS OF OPERATION

WITDA's main site hour are as follows: Monday to Friday from 7:30 a.m. to 5:30 p.m. WITDA's K-W Bilingual School site hours are as follows: Monday to Friday from 8:00 a.m. to 6:00 p.m. As would be expected, our children's arrival and departure times typically span the first and last two hours of the day. Our full-time staff work eight or ten-hour shifts. Their start and finish times are planned to accommodate the number of children expected to be present at the beginning and end of the day.

We ask parents to keep in mind that it is tiring for children to stay in care for much longer than nine hours. We therefore ask parents to adhere as closely as possible to this recommendation. If your child will not be attending the daycare for any reason, a phone call is required by 9:00 a.m. Parents are required to escort their child(ren) into the classrooms in the morning and come into the classroom to pick them up at the end of the day. These are important times to pass on information between staff and parents. As well, the Educators need to see who is picking up the child each day. When picking up your child(ren) please ensure you have made contact with one of the Educator present in the classroom before taking your child. Parents with physical disabilities or anyone who can't climb our stairs will be assisted by a staff member who will take the child (ren) to their classroom(s) and report any messages from parents. At the end of the day, an Educator and their child (ren) will be brought to the foyer where the parent will be given a breakdown of the child's day. If someone other than the child's parents or emergency contacts will be picking up the child, the Educators and office need to be notified prior to the end of the day. A release form must also be signed for that person to pick up the child on that specific day. The Educators will require photo I.D. for anyone they have not met previously.

DEPARTURE AFTER HOURS

WITDA encourages parents not to be late in picking up their child(ren) However we do recognize that things happen, and we need to be notified as soon as possible who will be picking up your child. We ask for the call, so Educators do not have to worry about trying to contact someone to pick up your child. WITDA does charge late fees to families if they arrive after the program closes and will be calculated until both you and your child leave the centre. (WITDA's site and WITDA's St. John' Summer camp close at 5:30pm and the K-W Bilingual School site closes at 6:00pm). The fees are as follows: \$1.00 per minute for the first five minutes and \$5.00 per minute for each following minute. WITDA Educators are not paid after 5:30pm or 6:00pm but they remain in site with your child until you or the emergency contact arrives. Please note that if you send someone to pick up your child and we do not have proper forms completed we will not be able to release the child to them. If you will be late picking up your child for any reason, a phone call is required as soon as possible. A phone call does not mean you will not be charged late fees.

WITHDRAWAL NOTICE

Any parent wishing to withdraw their child from the daycare can do so by giving one month written notice. Since fees are paid on a monthly basis, if a child is withdrawn prior to the end of the month, payment of the full month's fees is still required.

If you withdraw from the Centre and want to come back in a month or two we cannot hold a space for you without your full fee payment for the space. We cannot guarantee you a space back at the Centre or in the same room. Your name goes back on the waiting list.

A parent(s) may be asked to withdraw their child from the Centre:

- a) If they repeatedly fail to follow guidelines as required by the Centre or Child Care and Early Years Act 2014
- b) If they fail to pay fees
- c) If, according to the recommendation of the Educator(s) and/or Director, their child has not adjusted to the program
- d) If a child in the centre refuses to follow the rules or for whatever reason they cannot follow the rules and are hurting other children and or Educators and there is no or little cooperation from parents to correct this situation
- e) If the centre is in conflict with the parents over policies and/or procedures the centre has the right to ask the parents to withdraw their child from the centre without notice.

***Note: If asked to leave the centre without notice no refund will be given for fees or registration fee. ***

WITDA'S POLICY & PROCEDURE FOR PARENTS WITH ISSUES OR CONCERNS

Here at WITDA we have an open-door policy for our Educator and staff to speak about issues or concerns they may have. We have the same for our families. If you or your partner, spouse or sufficient other have any concerns regarding your child care we encourage you to speak with your child's Educator. However, sometimes parents or guardians don't want to trouble the educator or don't feel comfortable talking to them about certain issues. This were you are welcome to talk to office staff. The Director works hard to try to have an office person available to address your questions or concerns 9 ½ hours a day. Below is the processes and procedure for addressing small to major issues with the Centre. If you do not wish to discuss a certain matter with the staff, please feel free to stop by the Director's office any time or call with your questions or concerns. At WITDA we work to meet the needs of each family to the best of our ability.

First and for most if you have a concern regarding your child's care please speak to your child's Educator as they are the one who are with them throughout the day. However, if the answer you seek is not favorable here are your options:

- If a parent has a general question they can call or speak any of the office staff, during regular business hours. An office staff is available from 8:00 to 5:30. If there is not anyone in the office early in the morning or late in the day they could be helping a child, an Educator or giving a tour. If it is urgent please wait and someone will be with you as soon as they can.

- If a parent has a concern regarding their child (ren) they need to speak to the Child's Educator. If the issue is not resolved within one to two days, you can speak to them again or talk to one of the two Supervisors' or Director. Depending on the concern the parent should see a change, or the Supervisor or Director will get back to them within one to two days with the outcome of the resolution.
- If a parent(s) has a complaint about their child (ren)'s care they can speak to one of their child's Educator or any of the office staff. Depending on the complaint or concern the Educator or office staff will inform the Director and he/she may step in and be involved. Depending on the complaint or concern the outcome could take from two to five days to get back to the parent with the resolution.
- If a parent has a complaint regarding an Educator or staff member, they need to speak to the Director or Supervisor. The Director will be informed of all complaints and she/he will investigate all major complaints by a parent. The Director will inform if necessary Family and Children Service of any complaint regarding the child (ren)'s safety. Depending on the type of complaint from the parent they may or not be informed of the outcome.
- If a parent has a complaint regarding the Director, they must first talk to him/her before handing in a formal complaint. To submit a formal complaint to the Board Chair the parent must put the complaint in writing and give the written letter in a sealed envelope to the one of the Supervisors who will give it to the Board of Director Chair. The Board Chair will contact the parent with the complaint if they have any questions. The Board Chair will decide if the letter goes to the whole Board or just to the Executive Board. This process could take anywhere from one to four weeks for the response depending on the severity of the complaint. The Board of Director's has the right to speak to the Director regarding the complaint. When the Board has made a decision regarding the complaint the parent will be notified of the outcome.
- If a parent has a complaint regarding a Board Member or Members of the Board Directors, they must talk to the Director of the Centre first. The Director feels it is necessary she/he will take the complaint to another Board member or will contact the ex-officio past Board Member for guidance. All complaints must be in writing. This process could take anywhere from one to four weeks for a response depending on the severity of the complaint. When the complaint has been settled by the Board the Director will contact the parent with its results. The Board of Director as a whole has the right to contact the parent who make the complaint with questions, or to set up a meeting. The Director will be involved in all meetings and conversations.
- If a staff member has a complaint regarding a parent's conduct the staff member will need to speak to the Director. The Director will then investigate the issue and talk to the parent or family in evolved.

STATUTORY HOLIDAYS & CLOSURES, PARENT VACATION

The centre is closed for statutory holidays as follows: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas and

Boxing Day. The Centre will be closed each year from December 25th to January 1st. We will close at 4:30 on December 24th.

WITDA KW Bilingual School site may close during March Break and/or for an extra week at Christmas if after a survey is completed and there are not enough children to warrant keeping the school open. There would need to be at least 5 children who would need care to warrant opening. If only a few children needing care during that time they may be offered a space at the main site at no extra charge.

There will be no refund on fees if families take a vacation. WITDA does not reserve or save space for families who want to take extra-long vacations unless all monthly fees are paid then their space will be held.

Our fee structure does not allow for a refund of fees while a child is absent from the daycare due to illness, vacation or extended vacation. The Board of Directors has taken two weeks' vacation from each family into consideration during budget time and it reflects in your monthly fees. This policy has been adopted to allow for financial planning during the year. If children are taken out of the daycare for any extended period of time, monthly fee payments are required throughout the period of absence to maintain the child's space.

EMERGENCY CLOSING

On occasion, it may be necessary for the daycare to remain closed or to close early as a result of hazardous weather conditions **or any other unexpected centre closures, example Health department, black outs or other unexpected happenings**. Our concern under these circumstances is for the safety of our children, their families, and the staff. As a general guideline (but not held to), the daycare will not open on days that the Public and Separate School Boards, and or UW and or WLU do not open their schools due to weather or other conditions. We will close early on days that the School Boards and /or Universities close early. Announcements to this effect will be made on the local radio stations (CHYM FM-96.7 and News Talk AM-570) and posted on our Facebook Page. If you are in doubt on particularly wintry days, please phone in advance to make sure that staff is available to care for your children. Emergency contact information is requested upon registration and will be updated annually. In the event of an early closing, the daycare staff, the Board of Directors or designates will call to inform parents. This will keep the daycare telephone lines free for incoming calls.

KEY FOBS MAIN SITE AND ST. JOHN'S SUMMER CAMP

Each family will receive two key fobs to enter the Childcare Centre upon enrolment. Families may purchase as many fobs as they wish for other family members. The cost per fob is \$15.00. There is no refund upon withdrawal from the Centre for the Fobs. It is your choice if you return the fob or not. Subsidized families are required to purchase fobs but will receive the cost of the fobs back if they are returned upon withdrawal on the child(rens) last day. This has been agreed upon by the Region of Waterloo Subsidy agreement. Parents who have lost or misplaced their fob and don't purchase another one in a reasonable time will receive a new fob and be billed accordingly. Families who start off as fee paying and while at the Centre become a subsidies family will not receive any money back upon withdrawal of the Centre for their fob.

KW BILINGUAL SCHOOL

Key fobs are not available at this location. Families will be able to enter the building from 8:00am to 9:00am and from 3:30pm to 6:00pm. During the core hours the school is locked, and parents will have to buzz the intercom to be let in the building. Families must enter the through the main door and walk to the preschool classroom located on the lower level.

STAFF-CHILD RATIOS & AGES SERVING

WITDA Main Site: Is licensed to care for 96 children at one time; 10 infants, 30 toddlers, 56 preschoolers, The Ministry of Education set the following staffing ratios:

Infants: 1 staff for 3 children

Toddler: 1 staff for 5 children

Preschooler: 1 staff for 8 children

KW Bilingual School Site: Is licensed to care for 16 preschool children at one time; The Ministry of Education set the following staffing ratios:

Preschooler: 1 staff for 8 children

WITDA St. John's Summer Camp: Is licensed for care for 68 children at one time; The Ministry of Education set the following staffing ratio:

Preschooler: 1 staff for 8 children

JK/SK Children: 1 staff for 13 children

The Ministry of Education allows for the following reduced staff/child ratios at the beginning and end of day except for outside times. WITDA takes pride in offering a better ratio when it is possible. Standard staffing ratios are maintained throughout the majority of the day. The infant program never reduces ratio at any time and we do not reduce ratio during outdoor play or on walks or fieldtrips. Before 9:00 in the morning and after 4:30 in the afternoon WITDA is allow to use reduce ratio in the classrooms all other times we will meet the required full ratio. To find out more about Educator's and child ratios you are welcome to visit the Ministry of Education's website at <http://www.edu.gov.on.ca/childcare/> for full details.

OUTSIDE AGENGIES, REFERRALS & PARENT MEETINGS

WITDA is partnered with K-W Habilitation to have our own resource consultant for our Educators and families. If any Educator is in need of help with a child or has questions regarding a child's behavior or development the resource consultant will be consultant. All families who attend WITDA will sign off upon enrolment that a resource consultant maybe consulted regarding their child. Parents will be made aware if there are any issues with their child. There are times when staff feel outside agencies need to be contacted to help with the development of a child. Staff have been trained to look for physical, behaviour, and speech issues that may arise as the child develops. Educators make referrals to enhance the child's learning and to give them the success they need to develop through life. WITDA will not contact any agency without written permission from you the parent or Guardian. Waterloo Region is very lucky to have several agencies to help children with their development. The agencies we use are KidsAbility for Speech and Language, Occupational therapy, and Physiotherapy. K-W Habilitation for physical, social abilities, behaviour issues and classroom consolations and

issues as a whole. If a parent feels they would like to have a referral made they need to talk to the Director and we will work on this arrangement. If you have further questions regarding this section, please speak to the Director.

Individual meetings with the parents are scheduled as needed. Parents, however, are encouraged to discuss with the Educators or Director, any concerns they may have regarding their child whenever needed or when things arise. The Director's door is always open if you have any questions or concerns.

SERIOUS OCCURRENCE NOTIFICATION FORM POSTING

Under the Ministry of Education, we are required to post any serious occurrences that happens within the Centre. Waterloo Infant Toddler Daycare Association will post a high level Serious Occurrence Notification report. The Serious Occurrence Notification Form will be posted by our Operating License and our Licensing Summary Chart located on the front hall bulletin board.

This form will be posted within 24 hours of an occurrence or when the operator deems the occurrence to be serious. The Serious Occurrence form will be posted for a minimum of 10 business days. If any form is updated with additional information the form will remain posted for 10 days from the new date of the update. Serious Occurrence Notification Forms will be kept for a minimum of three years from the date of the Occurrence or for the length of the time the child is in care with WITDA if that is longer than three years. These forms will be available to read for current and prospective parents as well as Ministry of Education when requested. The notification form will not have identifying information included to protect confidentiality and privacy of those involved (including child name, staff name, age, date of birth, age group/room).

DUTY TO REPORT SUSPECTED CHLD ABUSE

Registered Early Childhood Educators are expected to be accountable for their actions as early childhood educators and to abide by the College's Code of Ethics and Standards of Practices. Waterloo Infant Toddler Daycare Association Educators are expected to follow the Professional Advisory: Duty to Report June 2015 if they suspect any child of abuse. A full version of the document is available in each policy of procedure book and in each office and the staff room for reference. A full version is also available on the College of Early Childhood Educator website at www.college-ece.ca/en/Pages/Public-Resources.aspx

The Director or Supervisor is always available for help and advice if you are unsure abuse has occurred. We will support any staff member if they feel the duty to report abuse.

DUTY TO REPORT

When some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a Waterloo Infant Toddler Daycare Association staff member suspects that a child (ren) is, or may be, in need of protection, they must report this to the local Family and Children's and Family services in accordance with section 72 of the *Child and Family Services Act*.

The person who has the reasonable grounds to suspect that a child (ren) is, or may be, in need of protection must make the report directly to a Family and Children's and Family services. The person must not rely on anyone else to report on his or her behalf.

A report to a Family and Children's and Family services must be made for all situations where a child (ren) is, or may be, in need of protection, no matter where the alleged abuse or neglect took place.

However, Waterloo Infant Toddler Daycare Association are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child(ren) was receiving care at the child care Centre.

It is also important to note that registered early childhood educators (RECEs) are expected to be accountable for their actions as early childhood educators and to abide by the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.

INFANT MEALS & MEALS FOR OTHER CHILDREN

Infant formula, milk in bottles, cereals and any other special foods are to be provided by the parents in labeled containers. The daycare will provide water in a cup during snack time and milk in a cup during lunch. We can mash or cut into small pieces but not strain infant table foods. Infants are fed according to individual schedules requested by their parents. Any food brought in by parents must be nutritious foods and peanut and nut free and labeled with first and last name and will be kept in the classroom fridge. Educators will heat any food that needs reheating. They cannot cook food for your child's lunch.

Waterloo Infant Toddler Daycare Association has strict guideline set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance to Canada's food guide. If a parent(s) forgets their child's food, they will be called to come and supply them food or WITDA will supply a meal to the best of their ability in meeting all the food restrictions. For more information on the parent's responsibility on supplying meal at WITDA parents can come see the main office for help and to complete a Food Substitution form.

MEALS

The daycare provides one hot meal and two snacks during the course of the day. It is our policy to use as much unprocessed foods with few additives and limited quantities of sugar and salt as possible. Meals are carefully balanced in accordance with Canada's Food Guide and we use chicken, fish, ham, turkey and ground beef. There is a five-week rotating meal plan posted in the front hall. Each classroom has an extra copy posted for your convenience. The Hallway copy will show any daily or weekly changes that have to be made or was made. Any change will be kept until the week come into rotation again.

Waterloo Infant Toddler Daycare Association main site will prepare and provide all the meals for the main site, KW Bilingual School location and WITDA St. John's summer camp. For offsite locations meals will be transported in Cambro insulated containers, large coolers or cooler bags to keep food at the maximum hot or cold temperatures. The main site kitchen will have all allergy lists from all sites posted in the kitchen so to ensure allergies are known and followed.

The daycare attempts to meet special diet needs. However, we cannot meet extreme dietary needs therefore, meals prepared and provided by the parents can be served. There will be no fee reduction for parents supplying their own food. **At all sites we do not serve anything that contains PEANUTS OR NUTS to protect the children with severe allergies to peanuts or nuts.** Anything brought in containing peanuts or nuts, including breakfast or snacks, will be thrown away.

If a parent is supplying meals for their child due to allergies, meal preference or religious reasons they need to follow the rules listed below. We will be happy to supply families with a copy of our menus, so they can supply similar foods for their child (ren).

1. To complete a food substitution form for your child.
2. The meals need to be nutritious and must come in containers in a cooler bag with the child's name on the outside of the bag.
3. Each lunch bag must have an ice pack in it to keep the contents at proper temperature. We cannot ensure we have room in the Daycare fridge all the lunch bags.
4. We do not allow non-nutritious food in children lunch bags brought in by parents. If parents are providing food, they must be nutritious. Examples of unsuitable food(s) Chips, cookies, chocolate, packaged sweets, fast foods, (like, burgers, fries, nuggets, and doughnuts) are not acceptable. WITDA promotes healthy eating and we encourage families to do the same. Families may bring in part lunches and WITDA will provide the fruit and vegetables if this helps families. Talk to the onsite Supervisor for help in this area if required.
5. If packing packaged foods like granola bars etc. the ingredients label must be clear to read and in English as we must check to ensure no peanut's, or nuts are entering the classrooms.

Waterloo Infant Toddler Daycare Association will not deprive any of the basic needs of food, shelter and clothing or bedding to a child. If a child is in need of any of the items listed above the Centre will provide it for them and will then take the necessary steps to ensure they have these things on a regular basis.

ALLERGIES

If a child has a food or medical allergy parents need to inform the office upon enrolment so we can inform and take proper steps to ensure your child does not come in contact with the food or medication that they are allergy too. In each classroom there will be a posted list of all children with allergies to food or medication. Educator are responsible to ensure that a child does not received any food that would make then sick. It is the responsibility of the parent to fully disclose any and all allergies to the Educator and Office staff as soon as they are known or upon enrolment. Depending of the severity of the allergy a Medical plan maybe set in place. The Director or Supervisor(s) will help determine if this is necessary.

ALLERGIES AND FOOD RETRICTIONS

An allergy or food restriction list is posted in each room with those children's particular allergies and/or restriction on it. There is a complete allergy list of all allergies and/or restriction within every Centre posted in the kitchens, gross motor room, gyms, and all outdoor sheds in

playgrounds and with each group of children in their classroom back pack. In most cases the cook will provide a substitute for a child's food allergy or restriction as best we can. We will work with the parents to provide as many food substitutions as possible. In some cases, for example a milk drinking allergy, parents may provide a milk substitute.

If a child has severe allergies it will be discussed with the Director and/or Supervisor, so a Medical plan or Anaphylaxis plan can be created. The parent may be requested to provide the appropriate food substitutes if we cannot accommodate the food request. Any substitution must come in a lunch bag with an ice pack with the child's name on it. Any outside food for child (ren) that has been provide by the parent will be checked for peanuts or nuts. If any peanuts or nuts are found it will not be served and thrown away in the office garbage. We will work with the parents to understand the child's allergy and help with substitutions when we can. The above applies to camp when it is in operation.

Waterloo Infant Toddler Daycare Association has strict guideline set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance to Canada's food guide. If a parent(s) forgets their child's food, they will be called to come and supply them food or WITDA will supply a meal to the best of their ability in meeting all the food restrictions. For more information on the parent's responsibility on supplying meal at WITDA please refer to the parent handbook under meals. Any parent who wishes to do a food substitution for their child may do so by contacting the office for a Food Substitution form.

ANAPHYLACTIC & MEDICAL POLICY

Waterloo Infant Toddler Daycare Association takes every allergy, suspected allergy or medical condition very seriously as soon as an allergy or medical condition is brought to the attention of the Director and/or Supervisor it will be determined if an Individual Medical plan needs to be created or if the child's information just goes on the Allergy or Medical list that is posted in the classroom. For any Medical conditions and/or devices or anaphylactic reaction the Director will meet with the parents or guardian to complete a Medical form. This needs to occur before the child starts care if at all possible. For more information on Medical conditions for children see page 28 of this document.

VISITORS

Parents of our children are welcome to visit the Centre at any time. Relatives and friends are welcome to visit with parental permission. Please inform the office of these visits ahead of time. Since children usually nap in the afternoons, mornings are usually the best times for visits. Any visitor to the daycare must visit the office before entering any of the rooms and present photo I.D. upon request. The daycare reserves the right to deny access to any person other than the parent.

OPEN HOUSE/SPECIAL PROGRAMS

At various times throughout the year, the daycare will hold an open house or have special programs in which the children participate. Parents will be informed of these special activities in advance. Some open houses may or may not have child participation. Open houses or special events are not always held at all locations.

TRANSITIONAL OBJECTS

Children are welcome to bring a cuddly toy or objects (no more than one of each) which help them to feel more comfortable and secure. They will be kept in the child's cubby when not in use. Please label all of your child's belongings. At no time will toy ***guns, swords, knives or other weapons be allowed at school. We do not promote violence.***

CLOTHING

All clothing, including shoes and boots, should be clearly labeled with your child's name. Each child should have a complete spare set of clothes as well as extra mittens and socks to replace those which may become damp during outdoor play. The Ministry of Education regulations require that children have two hours of outdoor play each day, except on the most inclement days. Parents should therefore ensure that their children's clothing is appropriate for existing weather conditions. Shoes must be provided and worn at all times while inside the Centre. Sandals with closed toes are permitted in the summer. Socks must be worn with open-toed sandals. This is a safety requirement for outdoor play. **No flip flops are allowed to be worn during outdoor play time or field trips.**

SHOES

Each child in the centre is required to have a pair of indoor shoes or hard soled slippers to wear in the classroom at all times. The Educators will change them into their outdoor shoes or boots in the cubby area for outdoor play. Please leave all outdoor shoes in the cubby area. We ask that parents remove all wet or soiled foot wear before entering the classroom.

SLEEP POLICY AND SUPERVISION

INFANT ROOM SLEEP POLICY

With regards to Infants and Infants under 12 months in our care WITDA will work with the parents regarding the Joint Statement on Safe Sleep: A copy of the statement will be given to the parents at registration time. WITDA will always place all infants to sleep on their back. This requirement for an infant sleep position may only be waived if a medical doctor/physician recommends differently in writing. This has been Health Canada's recommendation since 1993, as a means to reduce the risk of Sudden Infant Death Syndrome (SIDS). It is important to note that the *Joint Statement* sets out that once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.

Every child will have their own crib and it will be labeled on the wall above the crib the child's name and sleeping instructions. The sleeping instructions will be given to the Centre upon admission of the child and will have completed written instruction on how the child sleeps during the day. This will be written by the parent(s) of the child on the enrollment forms. A follow up verbal discussion will happen when the parents visit for the first pre-visit.

Any changes to the child's sleep patterns will be discussed with the parent before information is changed on the child's sleeping instructions chart. We will communicate with the parent(s) at

the end of the day about major changes to the child's sleep routine and they will be noted on the child's daily chart.

The Centre will supply each child with their own sheet and blanket if necessary. We will encourage and work to have parents understand why blankets or special sleep toys are not safe for young babies. We will follow their wishes to a degree of safety. If the Educator feel the request is unreasonable or they feel uncomfortable regarding the parents sleep request the Director will be informed, and a parent(s) conference will take place. If a child has a special sleep toy we will need to have written instruction on the placement and use of the toy. Bedding will be changed as to the laundry schedule set out by each room.

Every 20 minutes an Educator will complete a visual check of all the babies sleeping while looking for visible signs of distress. The Infant Educators will use the Infant Visual Check chart to record each child's sleeping habits. This chart will be kept in the Infant sleep room. Any issues will be recorded on the child's daily cart and will be communicated to the parent at the end of the day. Any issues they find will be reported to the Director and/or Supervisor immediately and if necessary start first aid treatment and call for help.

TODDLER AND PRESCHOOL SLEEP POLICY

All Toddler and Preschool children will sleep on a cot designed to them. The cot will have the child's name on it. Each classroom will have a bed placement plan that will be visible for parents to see where their child is sleeping in the room. On or beside the bed plan will be a chart that will indicate what, how the child is to sleep or rest during nap time. This information will be gathered by the parent on the child's enrolment form upon acceptance of a space.

The Centre will supply each child with a sheet and blanket. If a child has a favorite blanket or cuddly toy they are allowed to have it during sleep time. Bedding will be changed as to the laundry schedule set out by each room. For part-time children we will work hard to let each child have their own cot but at time we many need to share cots. If sharing is needed the cot will be sanitized and clean sheet applied before a new child uses it.

Any changes to the child's sleep patterns will be discussed with the parent before information is changed on the child's sleeping chart. We will communicate with the parent(s) at the end of the day any major changes to the child's sleep routine and they will be noted on the child's daily chart.

VISUAL SLEEP CHECKS

Twice during sleep time an Educator will walk around to each child to do a physical check to look for any signs of distress. Examples of signs of distress could be change in skin colour, change in breathing, and signs of overheating. The Preschool and Toddler Educators will use the child(ren)'s daily sheet charts to record the visual check for each child. Any issues they find will be reported to the Director and/or Supervisor immediately and if necessary start first aid treatment and call for help.

PLAYGROUND STATEMENT

Waterloo Infant Toddler Daycare Association will follow any and all safety standards set out by the CSA standards code. Any changes that are to be made to the playground or structures will be followed. Each year the playground will be inspected by an approved certified playground safety inspector. WITDA will have a playground safety log at each location that will be kept with the Director or Supervisor. This book will hold the monthly, annual inspections reports and the repair log for site specific playgrounds.

Any new equipment or new renovations, repairs or replacements will be installed to meet the CSA standard. Any new structure will be inspected by a certified third party playground safety inspector. Everything will be in writing. Any new playgrounds will have a playground plan and it will be submitted to the Ministry of Education.

There are basic schedules that can change at any time depending on the program structure number of children present and activities happening during the day. Each group of children will spend at least 2 hours outside at some point during the day. Time can include dressing depending on weather. Each classroom will communicate with each other if they are changing any playground times. We have opened up the playground to programs and utilize the space when needed or when the children need it. Each playground has a maximum number of children they can hold.

Main Site: Preschool playground can have maximum of 40 children on it at one time however, we work at not exceeding 38 children at one time. On special occasion we could use the maximum limit. The Toddler playground can have a maximum of 30 children out at one time. The upper area must be open when there are more than 27 toddlers out in the playground to meet all spacing requirements.

The gate between the two playgrounds can remain open and the children can flow between them if they are of preschool age and no Infant or Toddlers are out on the playground. Infant and Toddlers may use the preschool playground but may not use the preschool structure at any time. If an age group is using both playgrounds they must be of the same age group no mixings of age groupings.

St. John's site: With regard to WITDA St. John's Summer Camp the playground has a max number of children it can hold. The playground can have maximum of 36 children on it at one time.

KW Bilingual School site: This playground can hold a maximum number of 19 children at one time. The preschool children can use the whole schools play yard when no other children from the school are outside. The entire school yard is fenced and meets safety regulations. The preschool children may not use the schools play structure.

PLAYGROUND SUPERVISION

1. Each playground will be inspected daily by an Educator in the a.m. and p.m. as agreed to by the Educators and it is posted in each classroom as shift duties.

2. Ratio in all age groups must be maintained at all times when outside. In the case of an emergency, the Supervisor(s), Director or school staff member can be called into program to maintain ratio.
3. Staff are expected to interact with the children while outside. Sitting around and chatting to each other is not appropriate. As part of the program, each room will do at least three different outdoor planned activities per week. However, Educators need to ensure there are enough activities available to the children while outside. All children will be counted before going outside and before coming back inside. When entering and exiting the playground the outside door needs to be clipped so staff hands are free to assist children up and down the stairs.
4. If and when a child has an accident on the playground or anywhere an accident report will be completed. This form is located in each classroom. When an accident form is complete a copy must be given to the parent(s) by email or hard copy within 24 hours. All accidents that happen outside or in the gross motor room must have a second sign off from the Director or Supervisors.

OUTDOOR PLAY AND TEMPERATURE

For the health of the children and to promote active play, each group of children will spend at least two hours outside at some point during the day. The time outside can be divided up once in the morning and once in the afternoon. However, at times and depending on weather Educators may choose to spend two hours outside at one time. We will ensure the children are dressed appropriately and have all the proper items necessary to stay out longer.

Temperature guidelines for outdoor play: Infants will not go outside under -10°C including wind chill. Toddlers will not go outside under -12°C including wind chill. Preschoolers will not go outside under -15°C including wind chill. During the summer $+30^{\circ}\text{C}$ including humidex we will not go outside. The older children may have a reduced time outdoors in higher levels of humidity. We are lucky to have a lot of shade in our playgrounds and in the summer months if humidity is boarder line the older children may go outside for a short time depending on the breeze and time of day. Each playground is equipped with water for the children to drink when they are thirsty. Educators when outside will require children to rehydrate periodically.

The Educators plan activities outdoor for the children based on the observations they have made of the children's play. With our emergent curriculum Educators are able to enhance their play and learning both indoor and out.

WALKS AND TRIPS OFF SITE

Once in a while classrooms may take trips off the daycare premises. The trips are often planned to broaden your children's experiences. Most of the trips are places where we can walk too. Occasionally with the preschool children we will take a bus ride around the block. Parents will be informed of any trip off site at least one week in advance. Sometimes, costs such as bus fare or event entrance fees may be required for certain excursions. You will be informed of how we will be traveling, when we will be leaving and returning so you can coordinate drop off and pickups. If you are not at the Centre on time we will leave without your child (ren), it will be your responsibility to drop your child off at the distention of the trip. We cannot guarantee space in another program for your child if you arrive late. Your choice will be

to drop them off with the group at the destination or take them home. Families will have at least one to two weeks written notice of all field trips.

Parent and relative volunteers are welcome on the trip however, they will have to provide a current Vulnerable Sector Check from the police department before they can volunteer on a trip. This policy has to be enforced and set out by the Ministry of Education. This policy can be found in the Centre Supervision and Access policy. If you would like to see a full copy of this document, please see the Director or any other Administrative staff member. When parent(s) are volunteering with our centre there will be **NO SMOKING OR CONSUMPTION OF ALCOHOL** at any time. We ask parent(s) who are on a trip to refrain from texting or talking on the phone. Parent(s) with disabilities are welcome on our trips however, we will not be able to accommodate any special transportation to get them to the visit site. WITDA is not responsible for any extra costs associated with the trip or extra admission fees.

During the year especially in the Spring and Fall we take the children for walks around the neighbourhood when the playground is unsuitable to play in due to ice or water. If a parent(s) arrives late you will be asked to dress the child for the walk and meet up with the group on the walk to drop them off. There are maps posted in the front hall to let you know the route of the group. The office can help you with the direction in which best to find them. In the afternoon you may have to pick up your child on a walk once again information will be posted on the route the class is taking, and the office will assist you in the direction to find them best. When on a walk or field trip off site ratios will always be maintained. Whenever possible we will increase the child/Educator ratios.

HEALTH AND SAFETY POLICIES

VACCINATION AND HEALTH

The Child Care and Early Years Act 2014 and Health Unit requires a health form to be completed and signed by the child's parent or Guardian prior to enrollment. We do require confirmation of all immunization shots. We require a copy of the child's yellow card for verification upon enrollment and each time a vaccination is updated. The Health Unit requires a copy of each child's immunization. Parents are required to inform the office with any information regarding the child's health or to update the child's immunization records. Parents who do not wish their child to have immunizations must fill out the required forms outlined from the Health Unit and must follow the requirements laid out if an outbreak occurs. It is a Health Unit policy that the Centre must receive all updated immunization forms before children can attend. No child will be allowed to attend the centre unless we have received all updated immunization records.

SICK CHILDREN

If in the morning, a child has a temperature of more than 100°F (38°C) as well as vomiting and/or diarrhea, the child cannot be accepted into care. Any staff member has the authority and responsibility to refuse to accept a child with these symptoms or with any other visible signs of a communicable disease. This policy meets the Ministry of Education and the Health Unit requirements and is clearly for the benefit of all children and staff in the daycare. If a child becomes ill during the day, the parent will be called and told the temperature and symptoms the child is displaying. If the symptoms include vomiting and/or diarrhea in conjunction with a

temperature of more than 100°F (38°C), or any sign of a communicable disease, the parent will be asked to take the child home. Staff will keep the child as comfortable as possible while waiting for the parent to arrive. In either case, a child is permitted to return to the daycare after they have been seen by a physician, receives medical treatment, and shows sufficient signs of recovery. If a child has pink eye or strep throat, the daycare policy is that the child must be absent from the program for 24 hours from the start of the medication. If an outbreak of vomiting and/or diarrhea occurs the children will need to be excluded for 48 hours after the diarrhea/vomiting has stopped. We follow all policies and guidelines set out by the Health Unit. The Health Unit has a list of illness for Childcare Centres to follow when a child is ill. This list informs us if the child can stay in care or must leave and when they can return depending on the illness. WITDA follows all the guidelines set out by the Waterloo Region Health Unit. There will be no refund of fees if a child is off ill for sickness weather short or long-term illness. Our fee structure does not allow for a refund of fees while a child is absent from the daycare due to illness, vacation or extended vacation.

ADMINISTRATION OF MEDICATION

The Supervisor(s) is in charge of administering medication, Tylenol, Tempra, Advil and Motrin to children. In the absence of the Supervisor(s) she will designate one person to administer the medication. No other over-the-counter drugs can be administered unless a doctor has given written permission for an over the counter drug. The medication will only be administered to the child from the original labeled container received from the pharmacy. Bottles must be clearly labeled with the child's name; otherwise it will not be administered and returned to the parent. All medication will be kept in one of two places. In the Centre's fridge in a locked box or in the Administrative office or classroom cupboard in a locked medication box out of reach of children. A form or note, giving the parent permission to prescribe Tempra, Tylenol, Advil or Motrin at their discretion, must be completed by the child's physician and kept on file in the office. If a doctor refuses to provide a note, then WITDA has paperwork so this request can happen. If a child develops a fever during daycare hours, an office staff will contact the parent(s) for direction regarding the child's needs.

A medication form must be completed in full by the parent or guardian before any medication can be administered to the child. This form is available from either office or by your child (ren)'s Educator and can be given to any staff member.

Waterloo Infant Toddler Daycare Association will not administer any medication past the date of expire date. WITDA will follow the instruction on the medication bottle and if they do not match the parent's instruction filled out on the paper work we only follow the bottle's instructions.

MEDICAL CONDITIONS FOR CHILDREN

Any child with an Anaphylaxis or Medical condition will receive and Medical Plan. This plan is in place so everyone who may come in contact with your child will know what to do if an emergency arrives due to their condition. As soon as the Centre becomes aware of an Anaphylaxis or Medical condition a plan needs to be completed as soon as we are aware of the condition. This plan will be completed by the Director or Supervisor and will be reviewed and signed by the parent(s). Everyone in the Centre including students, and anyone volunteering, will review this plan and sign off. A copy will be posted in the child's classroom. If a child develops an anaphylaxis reaction or develops a condition after they have been enrolled it is the

parent's responsibility to ensure the Centre Director or Supervisor is aware of their condition, so the proper paperwork and care can be given to your child. The more we know about your child's health the better we can care for your child.

COMMUNICABLE DISEASES/HEAD LICE

If your child contracts a communicable disease (pink eye, impetigo, chicken pox, strep throat, German measles, mumps, scarlet fever, whooping cough, meningitis, rosella, or any other contagious disease reported by our doctor etc.), you are required to notify the Director as soon as possible. The Director will in turn inform other parents as necessary. In the case of any questionable diseases, the Director will contact the Health Unit for advice. WITDA works closely with the Health Unit during any outbreaks and we will contact the Health Unit if we have any questions regarding any unusual or questionable disease. We will follow any request set out by the Health Unit with regards to exclusion of a child or staff.

If your child contracts head lice, the child must be isolated and picked up immediately and may not return until after the shampoo treating has been completed and all the nits have been picked out. The child must be nit free before returning to the childcare centre. The Director/ Supervisor will check the child upon returning to the centre to ensure the nits or lice is gone. Any staff member has the authority and responsibility to refuse to accept a child with any visible signs of a communicable disease or illness.

SANITARY PRACTICES POLICY

Waterloo Infant Toddler Daycare Association follows all health policy set out by the Waterloo Regional Health Unit and the Ministry of Education where it applies. WITDA hires an outside agency to clean the Centre on a daily basis in the late fall and winter months and every other day in the late spring and summer. In order to provide a quality child care all staff members do their part in maintaining our center clean and tidy. We follow good hygiene practices (hand washing, toy washing, cleaning washrooms, etc.) to reduce the spread of germs. Educators are responsible to keep their room, staff room and storage area tidy. Each Educator and staff member is responsible to help keep the outdoor area clean of snow and ice whenever possible.

With WITDA St. John summer camp and KW Bilingual School the classrooms are cleaned by those schools Janitor server.

SANITARY PROCEDURES

Every effort is made to prevent the spread of infection throughout the daycare. Procedures for diaper changes are posted at all diaper changing areas. Toys are disinfected daily in the Infant room, and weekly or bi-weekly in the Toddler and Preschool rooms. Soiled clothes and soiled cloth diapers will not be rinsed but will be bagged and placed in the child's cubby. Licensing, health and safety information, as well as sanitary procedures, menus and programs are posted within the classroom and/or in the hallway outside the Director Office door.

DIAPERS / TOILET TRAINING

Children at the daycare can use cloth or disposable diapers. Parents are responsible for providing the daycare a change pad, all diapers needed and diaper cream for their child.

Parents who have their child (ren) in cloth diapers will provide a small container to keep the soiled diapers in and they need to be picked up each night. Staff will notify parents when a child's supply on hand is running low. Please remember to label all clothing with your child name. Soiled cloth diapers/underpants will not be rinsed but will be returned to parents each night. Any child wearing cloth diapers may at times have to use disposable diapers. This is a requirement of the Health Unit if we are in outbreak status. **NOTE: When in outbreak the only cloth diapers that are approved by the Health Department are ones that look like a disposable diaper and the liner is not easily removable. The Director will approve the appropriate diapers and any child not fitting the proper diaper description will have to be in a disposable diaper for the duration of the outbreak.** The Educators will inform you when we are able to follow regular diapering procedures.

FIRE DRILLS & EMERGENCY MANAGEMENT EVACUATION POLICY

WITDA has put together a policy for Educator and Staff on how to handle real emergency if they were to happen. These policy and procedure that were developed are intended to help Educator and staff to keep all the children and themselves safe in the event of a fire, tornado, sever store, power outage, intruder or any other unexpected unforeseen emergency. You can never be too prepared when working with children. Being prepared for anything will make the situation easier to handle for all involved. If there were to be an emergency our first priority is to keep the children and staff safe. As soon as the situation is under control and all are in a safe place, parents will be contacted to either pick up their child at the emergency shelter or designated place which will be told to the parent when a call has been made. In some situations, e.g. false fire alarm, small water or power disruption for a short period of time etc. parents/guardians will be told of the situation in a letter and/or verbally at the end of the day.

If you are in the Centre when a fire drill or emergency situation is happening, you must follow all rules set out by the Educator or Office personal and leave the building with all the children. Do not remain inside the building. If you have any questions as to the details of our Emergency Evacuation policies, please see the Director or Supervisor for full detail.

EMERGENCY TRANSPORTATION

If a child has an emergency situation which is deemed by the Director/Supervisor or designate, the child will be taken to the hospital by ambulance and parent(s) will be called and told to meet us there. In the absence of the parent(s), if a child is sick and needs to be transported to the hospital by an ambulance, the Director or Supervisor will accompany them. If the child has a temperature of 104°F (40°C) or greater, and the parents cannot be at the centre within a reasonable amount of time, as set by the Director, the child may be transported to the hospital by ambulance. Any cost associated with transportation to the hospital will be the responsibility of the parents. Under no circumstances will a WITDA staff member take a child in their vehicle.

PARKING AND PARKING LOTS

Main Site: There is no parking directly in front of the center or in front of the islands. When dropping off or picking up children, please be mindful of others needing the parking spaces and do not stay too long during our most busy times. Whenever possible, please use the sidewalk.

Please do not walk up and down the middle of the driveway. For health and safety reasons, car engines are to be turned off when parked. This is also a bylaw of the City of Waterloo. Children are not to be left unattended in the parking lot.

At pick up and drop off time it is not recommended that you allow your child to climb on the rocks, walls or railings when entering or exiting the building. These areas are not playgrounds and are not inspected for imperfections. Please monitor your child (ren) whereabouts' at all times. Please respect the Centre's property. Once you pick up your child from care they are your responsibility. If they are hurt by doing something unsafe in your care the Childcare Centre or school is not responsible.

St. John's Site: There is ample parking at St. John's for summer camp please ensure you do not park on the walk way to the playground. Due to the parking lot being very large and busy please ensure you are watching your child as you enter and leave the camp.

KW Bilingual School Site: At KW Bilingual School parents are to park in the main lot at the front of the school or over at the Chinese Church and walk to the lights and across the street to the school. No J-walking across the road. There is no parking on the street. It is a drop off zone only. Preschool children must be accompanied to the classroom and picked up by an adult each and every day. We will not release them to someone under 18 years of age.

PROPERTY MAINTENANCE & CAR ENGINES IDLING

The daycare does not have the budget to hire grounds maintenance staff. Please do not throw garbage from your car into the parking lot. Parents are liable for any damage they cause to the daycare property or other people's vehicles on the property. Snow removal is the responsibility of a contracted company.

It is extremely important not to leave your car engine running in the parking lot for health and safety reasons. The exhaust is extremely harmful to all, especially the children. The exhaust expelled is at the height of our small children and they then breathe in the toxic fumes. For the health of everyone turn off your car engines. This is also a bylaw of the City of Waterloo. Children are not to be left unattended in the parking lot.

SMOKING ON PROPERTY

WITDA maintains a smoke free environment inside and out. Parents, staff and guest are not allowed to smoke on any of the daycare property including the parking lot. Please do not dump your ash trays in our parking lot. Smokers will be asked to leave the property. This applies to all Centre's under Waterloo Infant Toddler Daycare Association.

SUPERVISION & ACCESS

POLICY

Waterloo Infant Toddler Daycare Association is committed to each and every child, family and staff who are associated with WITDA. The daycare is a nurturing place, a loving extension of the anticipated care and concern generated by the child's family, a place where maximum concern and effort is placed on planning for the child's development level in the areas of

physical, intellectual, emotional, and social development. Our programs are designed to help develop each child to their fullest potential.

We at WITDA have the purpose and obligation to ensure the safety and well-being of our children, their families, staff members, students and volunteers. By doing this we will follow all guidelines set out by the Ministry of Education with the following procedures designed to safeguard our children and families through required record checks, orientation of supervision of student and volunteers. WITDA staff will be made aware of all these requirements and will be responsible for supervising all students and volunteers that enter the Centre and their programs.

Direct unsupervised access is not permitted for students, volunteers and none employees with WITDA except for outside agencies who are providing assessments or support to children in the facility. A few outside agencies that have access to children with parental permission and are not limited to this list are: KW-Hab Services, Kids Ability and Children and Family Services.

WITDA frequently participates in research projects from Universities and Colleges in our area and a far for educational purposes. When these types of activities occur, parents must be required to give written permission for their child to participate in the outlined project and parents are aware Waterloo Infant Toddler Daycare Association staff with not always be present during study time. The study will take place on WITDA property and child (ren) will not be allowed to leave with any researcher.

Any parent who wishes to volunteer on a WITDA field trip may do so however, they must provide a Vulnerable Sector Check to the Director and/or Supervisor in order to accompany their child on the trip or outing. This policy is created for the protection of all the children of WITDA.

SUPERVISION & ACCESS POLICY FOR STUDENTS AND VOLUNTEERS

Educators are to supervise their classroom children at all times. Any students or volunteers must never be alone with a child. They are to be supervised at all times by a paid staff member (including supply staff) of WITDA while in the presence of a child (ren). All Student or Volunteers must complete and Vulnerable Sector Check before they are allowed to enter the program. They must also complete and orientation before commencing their placement or support. Employees must adhere to the Code of Ethics and standards of practices. Failure to adequately supervise the student/volunteer who is under their professional supervision will be reported to the College of Early Childhood Educators and be deemed to be professional misconduct under the Early Childhood Educators Act (2007). To see full policy, refer to Supervision and Access Policy in the Ministry section of the P&P.

Any parent wishing to volunteer on a trip must provide the Director or Supervisor an up to date valid Vulnerable Sector Check. If one is not provided they are not welcome on the outing. This is a policy that is set by the Ministry of Education not the Childcare Centre. Parents who visit the Centre for a short time with their child do not require a Vulnerable Sector Check.

Any Student or Volunteer completing a placement with Waterloo Infant Toddler Daycare Association will have to provide a Vulnerable Sector Check before they can start there placement with Waterloo Infant Toddler Daycare Association. If a student is in later placements

they will be able to sign a Declaration of Defense if the date has not expired. Every Student or volunteer will go through an orientation with the Director or Supervisor before they are allowed to start. All duties, responsibilities and requirements will be reviewed before starting and periodically throughout the time of their commitment. Students and volunteers will have to read and sign off on the Student and Volunteer Handbook that has all the materials that pertain to their placement experience. Any student, volunteer or supply staff that has a second placement or works at one of the other locations with WITDA will not have to go through the entire orientation but will have to re-read the Student, Volunteer & Supply handbook if the placement is a year apart from the first placement. All student, Volunteer and Supply employees' records will be kept on site for three years.

At no time will a student or volunteer be allowed to have direct unsupervised access with a child or children of WITDA for any reason. Only employees of WITDA have unsupervised access to children of WITDA during business hours. At no time will a student or Volunteer be counted in the staff child ratios. No child will be supervised by an employee under the age of 18 years.

Every student must be supervised at all times by a registered RECE Educator of WITDA if they are in the present of WITDA child (ren). Students will be placed in a classroom where a WITDA Educators will be responsible for information sharing, coaching, monitoring and providing feedback to the student(s). WITDA Educators will monitor the student's behaviour and conduct and ensuring they follow all Centre policies and procedures. Student evaluations will be completed by the designated Educator however, all Educator's in the room will give feedback to the student's evaluation. If a student does not follow the written policies on guiding children's behaviour or other WITDA policies their placement could be in jeopardy. Any issues that arise with a student, the College advisor or agency advisor will be contacted. WITDA has the right to end a student's placement if we feel they are not a good fit for our Centre.

Every volunteer must be supervised at all times by a registered RECE Educator of WITDA if they are in the presence of WITDA child (ren). The WITDA Educators are responsible for the information sharing, monitoring of the volunteer behaviour and conduct and ensuring they follow all the Centre's policy and procedures. If a Volunteer does not follow the written policies on guiding children's behaviour or other WITDA policies their volunteer time could end and if applicable a school or agency advisor will be contacted, and placement may be discontinued.

MONITORING COMPLIANCE AND CONTRAVENTIONS

Purpose on Monitoring Compliance and Contraventions

This policy sets out the process that will be followed to monitor the implementation of our policies, procedures and individualized plans on an ongoing basis.

The policy sets out how compliance and contraventions (non-compliance) with the policies, procedures and individualized plans listed below will be monitored, recorded and addressed. This document is intended to fulfill the obligations set out under Ontario Regulation 137/15 for written policies and procedures for monitoring, recording and addressing compliance and non-compliance with policies, procedures and individualized plans for child care Centre's.

Policies and procedures required under the *Child Care and Early Years Act, 2014*:

- Playground Safety

- Anaphylactic policy
- Sanitary Practices
- Sleep Supervision
- Serious Occurrence
- Drug and Medication Administration
- Supervision of Volunteers and Students
- Program Statement Implementation
- Staff Training and Development
- Police Record Check
- Fire Safety and Evacuation
- Waiting List
- Parent Issues and Concerns
- Emergency Management

Individualized plans required under the *Child Care and Early Years Act, 2014*:

- Anaphylaxis
- Special Needs
- Medical Needs

WITDA's Policy and Procedures for Monitoring Compliance and Contraventions

1. Monitoring and Observations

- Waterloo Infant Toddler Daycare Association will monitor each staff, student and volunteer to assess whether policies, procedures and individualized plans are being implemented, as follows:
 - The Director will observe and monitor the Supervisor of the child care Centre;
 - The Supervisor will observe and monitor the Director of the child care Centre
 - The Director and or Supervisor(s) will observe and monitor the WITDA staff in each classroom
 - The Director and or Supervisor(s) will observe and monitor other program staff with in the Centre
 - Educator's will observe and monitor placement students; and Visitors to their rooms
 - Educator's will observe and monitor volunteers.
- Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:
 - participating regularly and informally in the program;
 - collecting feedback provided from parents and families; and staff members
 - reviewing written documentation (e.g. medication administration forms, daily written record, attendance records, etc.).

- Monitoring will be conducted at different times of the day (e.g. morning, afternoon, periods of arrival/departure, rest periods, meal times, outdoor play periods, transitions, etc.) to observe that policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.
 - Log book check in. Completed once a daily by an office staff member or person in charge
 - Monitoring Observation for Compliance for Educators completed at least once per year
 - Monitoring Observation for Compliance for Student and or volunteer once per term of placement
 - Monitoring Compliance and Contraventions Checklist as needed by Supervisor or Director

2. Documentation and Records

Monitoring and observations will be recorded. Records of monitoring and observations may be documented using the templates found in Appendix A.

- Documentation of observations will be completed at the time the observations are made or at least once per year or on as needed basis, unless need sooner and will include concrete examples of observed compliance and non-compliance.
 - All records will be stored in the employee or student personal file for the duration of their employment or placement with WITDA and for 4 years after they have left employment.

MONITORING & OBSERVATION PRACTICES

At Waterloo Infant Toddler Daycare Association each Educator will follow our self- monitoring practice. Each team will conduct a Monitoring & Observation on each other once or twice a year and the Director will review the reports. The reports are kept in each Educators personal file and any issues will be dealt with by the Director of the Centre. Each Educator and staff member has a legal responsibility to the children of the Centre to report any misconduct by a co-worker, student, volunteer, adult or parent. The Monitoring & Observation will be conducted on any student by their cooperating Educator once during their placement. Educator will conduct a Monitoring Observation on a volunteer who is helping in their room once during their volunteer term or once per year. All checks will be kept in the Student or Volunteer's file.

DISCIPLINE POLICY

The Educator and Staff members of the Centre make every effort to establish and maintain consistent and clear guidelines for the children's behaviour. When guiding behaviour, Educators attempt to redirect the children to a more desirable behaviour, offering suggestions and talking the child through the situation. Time away from others will be used as a last resort method after several attempts of redirection has failed. Educator will use and teach self-claiming techniques to help the children, so they will be able in the future to self-regulate. Educator will always be on hand to help a child through their problem(s). Any incidents concerning a child's behaviour

will be discussed with the parent(s) at the end of the day. Parents are encouraged to raise any concerns with the Educator(s) and/or the Director at any time.

PROHIBITED PRACTICES MONITORING

At Waterloo Infant Toddler Daycare Association each Educator will follow our self- monitoring practice. Each team will conduct a Prohibited of Practices Observation for Compliance for Educators on each other once or twice a year and the Director will review the reports. There are five questions that the observer will answer and write a brief statement of the Educator in that area. Once completed both parties will discuss the outcome and both will sign the document and then it will be given to the Director to read and if necessary follow up with any issues or discrepancies. The report will be filed in the observer personal file. Any discrepancies there will be a meeting held with the Educator and Director, goals will be set and future meeting followed up on until issues are resolved. Each Educator and staff member has a legal responsibility to the children of the Centre to report any misconduct by a co-worker, student, volunteer, adult or parent. The prohibited of practice report will be conducted on any student or Volunteer by their cooperating Educator once during their placement. Educator will conduct a prohibited of practice check list on a volunteer who is helping in their room once during their volunteer term or once per year. All reports will be kept in the Student or Volunteer's personal file.

Any Educator or staff member that see another person mistreating a child on WITDA property must report the incident to the Director as soon as possible. A Prohibited of Practices Observation for Compliance form does not necessarily have to be completed if you observe mistreatment of a child.

Educators are expected to comply with the Program Statement and comply with any policies and procedures with respect to guiding children's behaviour. Failure to comply will result in a verbal warning initially, followed by a written warning, and finally dismissal or straight dismissal if the severity of the incident is necessary. The list of prohibited practices (from the Child Care Licensing Manual August 2016 Subsection 6.6– Prohibited Practices Ontario Regulation 137/15, page 139) that includes a direct dismissal with WITDA are as follows:

- a. corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. locking the exits of the child care Centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- e. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

f. inflicting any bodily harm on children including making children eat or drink against their will.

For further information on Prohibited Practices see the Policy and Procedure Manual under: Health and safety/ Prohibited Practices & Discipline. Or Termination or Dismissal of Employee's See Policy and Procedure Manual Employment Section/Centre General Policies/Termination of Employment.

RESPONSIBILITIES

BOARD OF DIRECTOR'S & MEETINGS

The Board of Directors of the daycare is a volunteer Board made up of parents and/or members of the community at large. There is a minimum of seven and a maximum of fifteen Board positions. Each Board member is required to sit on the Board for two full fiscal years. A nominating committee will seek new members to sit on the Board each year. This committee will be comprised of the Director, a Board Member and a member of the Association. Each new Board Member must obtain a Police Records Check at their expense. The Police Record Check is good for five years and each year on the anniversary date a defense deliration will need to be signed. Each year, three or four Board members may step down, and the positions will be filled through an election. All members of the Association are entitled a vote in the election held at the Annual General Meeting.

Administrative decisions of the daycare are made at monthly meetings of the Board of Directors. The purpose of these meetings is to conduct the business of the daycare in a timely and efficient manner. Any parent or staff wishing to add an item to the Board Meeting Agenda must do so through a written request to the Director. All parent(s) are welcome to attend Board meetings if they contact the Director up to one day prior to a board meeting. Any questions or concerns can be directed to the Director. The Director of the daycare attends all Board meetings.

PRIVACY POLICY, BOARD OF DIRECTORS, DOCUMENTATION AND CONFIDENTIALITY

The confidentiality of parents, children and staff is respected at all times. Waterloo Infant Toddler Daycare Association has a full written privacy policy and if you would like a copy of this document please come and see the Director or Administrative staff. Please remember everyone has the right to confidentiality.

Waterloo Infant Toddler Daycare Association has Bylaws, which outline the responsibilities of the members and Board of Directors of the daycare are available in the Director's office. The Board of Director meets monthly and part of the meeting is open to its members. If you would like to attend a meeting, then you must contact the Director 24 hours before their meetings. Meetings are held at the end of each month. Monthly Board meeting minutes will be available to parent upon request to the Director. Only minutes that have been approved by the Board of Directors will be available to members of the Association. If a parent would like to sit on the Board of Directors, they need to see the Director for more information. Members are acclaimed once a year at the Annual General Meeting. The Daycare Budget is presented and adopted at the Annual General Meeting.

The Daycare has a privacy policy which is available in the office if parents wish to view a copy. All information collected will be for the use of the child care Centre only. The Health Department and Ministry of Education, Family and Children's Services are the only agencies that may require a child or parent information without your written approval. By law we must follow all guidelines set out by these agencies. All other agencies will require written permission for any personal information regarding you or your child (ren).

ANNUAL GENERAL MEETINGS

The Annual General Meeting of the daycare is open to all members of the Association and staff and is to be held within five months of the fiscal year end. Elections to fill positions on the Board will be by means of secret written ballot cast at the Annual General Meeting. Members unable to attend the Annual General Meeting and wishing to cast a vote may do so one week prior to the Annual General Meeting. Each family will be given a ballot to submit their choice in a sealed envelope which will be given to one of the office staff only. These votes will be opened and counted with those cast at the Annual General Meeting. The nominating committee will count all ballots cast before and at the Annual General Meeting. The Board of Directors follow regulations set out in the Centre's bylaws.

STAFF

It is the Daycare policy that all regular program Educators have their RECE and be registered with the College of ECE. All staff are required to obtain a certificate in Standard First Aid and CPR. The Director is responsible for all facets of staffing. Serious matters are brought before the Board of Directors by the Director. The Daycare policy is to hire the most qualified staff to fill the following positions:

*Director (Hired by the Board of Directors) All other positions are hired by the Director:
* Supervisor's * Supervisor/ Pedagogical Leader *Financial Manager *Cook *Cook's Assistant *RECE Educators * any other staff the Director may need (with Board Approval)
*Support & Supply staff as needed.

QUESTIONS OR CONCERNS

If at any point you have a question or concern regarding the care of your child (ren) please feel free to talk to your child (ren)'s Educator. If you do not wish to discuss a certain matter with the staff, please feel free to stop by the Director's office any time or call with your questions or concerns. At WITDA we work to meet the needs of each family to the best of our ability.

BULLETIN BOARD

Information about the operation of the daycare, upcoming events and important items will be posted on a front hall bulletin board outside the Director's/Supervisor's office or on the front door of the daycare. Parent(s) are requested to read the bulletin boards to keep abreast of pertinent information. The Director and Supervisor are responsible for maintaining the board.

PARENT PARTICIPATION

WORK DAYS & DONATIONS IN LIEU OF WORK DAYS

Parents are required to contribute time each year to help out with large projects such as spring-cleaning, painting, raking, grounds maintenance, etc. The daycare cannot afford to pay for these services and relies on the parents of the Association to get these things done. Workdays are held once in the spring and once in the fall. It is the responsibility of each parent of the Association to participate in at least one-half day of maintenance activities for the benefit of the daycare each year. Activities will be announced by the Director. Child care is offered at these events. For families who cannot help out with our work days, a donation can be given to WITDA in lieu of attending. The donation will help us to hire someone to complete the jobs that were not accomplished during the work days.

DONATIONS

Waterloo Infant Toddler Daycare Association is a charitable organization and we can accept cash donations. All donations received will accompany a Charitable Donation Receipt at income tax time. Some companies have co-operated matching programs and WITDA is a Non-Profit Registered Charity and will help with any documentation you may need. Please see the Director for more information if you are interested or need help with information regarding corporate matching. All cash donations received will go towards extra equipment for the children to enhance the quality of the programs we provide.

FUNDRAISING

All parents or guardians having day-to-day responsibility for children attending the daycare are automatically members of the Association upon enrollment of their child. Due to the way in which the Province of Ontario presently supports daycare programs such as ours, we must raise funds to cover approximately 20% of our annual capital expense (equipment and furnishings). Fundraising is thus a necessary component of the program. However, over the last several years it has become very difficult to raise these funds. WITDA's Board of Directors has made a change to take the stress off parents having to raise fund on a bi-monthly basis. We have incorporated a fundraising fee for all families. The structure is as follows. Each October 1st the fundraising fee is due for the year, of \$60.00 per child. This is the start of our fiscal year. Families starting from October to the end of March pay the whole \$60.00 per child fee upon enrolment. When a family starts April 1 to September 30 they are only required to pay \$30.00 per child. Each October the entire fundraising fee will be due for all families. This amount will be added to your income tax receipt for the year in which it was paid.

Any family who does not want to pay the fundraising fee will be able to participate in one fundraising event that will take place in early November of each year. Any family who wants to sell Rheo Thompson Mint Smoothie can do so. Each family will be given 80 bars (per child) to sell at \$3.00 each. When they are sold the family will have contributed \$60.00 per child towards their fundraising obligation. Any parent that has not paid the fundraising fee by November 1st will be asked to participate in this only fundraising event. Detail of selling the bars will be handed out with the bars.

CRAFT SUPPLIES

The daycare is always in need of craft supplies (paper, paper rolls, wrapping paper, ribbon, yarn, corks, large buttons etc.). Any donation of such items is greatly appreciated. The Educators may also ask parents to save items for specific crafts from time to time. The Director and Educators are aware of the current craft needs of the daycare.

DAYCARE OPERATING SUPPLIES

The daycare regularly buys large quantities of food, cleaning supplies, office supplies, and paper supplies. As well if you are in the trade business and are able to help us with operating items. Please let the Director know if you are able to help keep our costs down in any sort of way. The Director is aware of the current supply needs of the Centre.

CONTACTING THE DAYCARE

The daycare can be reached at either of the two following numbers:

Line #1: 519-746-7510 (Reaches office and all classrooms)

Line #2: 519-746-3393 (Reaches office and is less busy during the day. Staff use this line for personal use)

Address of the daycare: 368 Erb Street West, Waterloo, Ontario N2L 1W6

Website: www.WITDA.com

Email address is info@WITDA.com . Please note, email is not checked on a regular basis and we do not respond to all messages so do not send important messages via email.

KW Bilingual School Address: 600 Erb Street West, Waterloo, Ontario N2J 3Z4

Preschool classroom phone numbers is _____ the school number is 519-886-6510.

If your matter is with WITDA or the program, please call us as the school does not handle classroom matters.

WITDA St. John's Summer Camp a cell number will be given to all parents at the begging of camp and that number will be used for the remainder of the summer.

CLOSING REMARKS

We would like to thank all the parents for choosing Waterloo Infant Toddler Daycare Association as the place you trust to care for your child (ren). At WITDA we recognize the important of family engagement, so we are looking forward to working with you, the parent(s), and to develop a trusting and supportive relationship. Through family engagement we are cultivating an authentic relationship, which strengthens our community, where we can support, collaborate and learn from each other. Our Educator and staff will work hard to ensure you and your child (ren) are comfortable, happy and secure. Our open-door policy allows you to come into the classroom freely throughout the day and speak to our Educators whenever you need to. If the issue is more involved please do not hesitate to come and speak to the Director, she is more than happy to help you with any issue large or small.

We at WITDA all work together to ensure families are happy and we strive to build strong relationships with each and every one.

Thank You from The Board of Director, Director and all the staff of Waterloo Infant Toddler Daycare Association