



**Parent**

**Handbook**

**All Sites**

## **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 K-W Bilingual School location, we promote French and English on a daily basis to expand the children's 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 regards 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 always strive to provide for 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 will 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.

# **CENTRE 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 are 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. In the case of an emergency, the parent(s)/guardian(s) may call the Centre or send a secure message through the classroom's virtual app to let the Centre and Educators know that someone else is picking up. They will need to have photo I.D with them if they are picking up for the first time. Children can be picked up a sibling only if they are 16 years and older.

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 Supervisor(s) and/or Director will contact one or both parents and try to settle it. If necessary, staff or the Supervisor(s) and/or Director can call the 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 placed in our Centre must register on this waiting list. The contact info for Onelist is [www.onelistwaterlooregion.ca](http://www.onelistwaterlooregion.ca) WITDA's criteria for waiting list purpose are as follows:

**WITDA Main Site Building 1 & 2:** 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.

WITDA-KW Bilingual School: For the school site, WITDA will first take present and past families and employee's children from K-W Bilingual School 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 Region's centralized waiting list, and we will fill open spaces from that list.

WITDA St. John's Summer Camp: WITDA St. John's Summer Camp runs on a first come first served basis. Camp will open for enrolment on January 2<sup>nd</sup>, or the first working day after New Year's Day at 7:30 am. Enrolment forms will be available on WITDA's website under summer camp. Once the forms are completed and accepted, they will be in our inbox in order of submission. **DO NOT SEND ANY MONEY** until you are contacted that you have a space in our camp and the Supervisor will inform you the amount that is owed. There are fee reductions depending on the age of your child for camp. See Fee Payments for fee details.

Any families interested in summer camp may place their name on the waiting list by emailing the centre at info@WITDA.com. We will email all families close to the registration date as a reminder when camp opens. Please be aware that our camp fills up very fast and spaces are on a first come first serve basis.

## **ENROLMENT**

The office staff administrates all enrolment procedures. Upon receiving an offer for a space at any of the WITDA sites, the following fees are required to hold the space for your child(ren) and are nonrefundable if you change your mind after payment has been received. Upon acceptance of a space, WITDA requires payment of a registration fee, a fundraising fee, and the child(ren)'s first month's fees. See the Fee Chart under Fee payments for amounts. The office administration will give each family the right amount that will be due. Your registration fee includes two key fobs (if required) to access the building. As soon as WITDA receives your registration fee, the space is reserved for your child(ren).

**Do not send any money until the office staff give you the amount so there are less issues with over or under payments.**

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

## **WITDA FEE PAYMENTS & WITDA'S FEE STRUCTURE**

**Waterloo Infant Toddler Daycare Association has joined the province and the Region of Waterloo in the Canada Wide Early Learning and Child Care program to help families with fees.**

## WITDA's Fee Schedules with CWELCC for All programs

Room	Base fee for WITDA	Effective December 31, 2022 (fee are further reduced by 52.75%) CWELCC	Fee charged for January 2023 by WITDA Parent pays	Daily fee with rebate off for 2023
<b>Registration Fee for all programs</b>	\$200.00	\$105.50	\$94.50	N/A
<b>WITDA CAMPUS BUILDING 1 &amp; 2</b>	<b>Monthly</b>	<b>Monthly</b>	<b>Monthly</b>	
Infant Program FT	\$1,615.00	\$851.91	\$763.09	\$36.34
Toddler Program FT	\$1,235.00	\$651.46	\$583.54	\$27.79
Toddler Program 4 days	\$1,135.00	\$598.71	\$536.29	\$30.65
Toddler Program 3 days	\$855.00	\$451.01	\$403.99	\$31.08
Toddler Program 2 days	\$575.00	\$303.31	\$271.69	\$31.05
Preschool Program FT	\$1,070.00	\$564.43	\$505.58	\$24.08
Preschool Program 4 days	\$970.00	\$511.68	\$458.33	\$26.19
Preschool Program 3 days	\$740.00	\$390.35	\$349.65	\$26.90
Preschool Program 2 days	\$510.00	\$269.03	\$240.98	\$27.54
<b>WITDA KWBS SITE</b>	<b>Monthly</b>	<b>Monthly</b>	<b>Monthly</b>	
Preschool Program FT	\$1,180.00	\$622.45	\$557.55	\$26.55
Preschool Program 3 days	\$750.00	\$395.63	\$354.38	\$27.26
Preschool Program 2 days	\$520.00	\$274.30	\$245.70	\$28.08
<b>WITDA ST. JOHN'S SUMMER CAMP</b>	<b>Weekly</b>	<b>Weekly</b>	<b>Weekly</b>	
If under 5 years of age the fee	\$265.00	\$139.79	\$125.21	No Daily fees
Short week (4 days)	\$212.00	\$111.83	\$100.17	No Daily fees
If over 5 years of age the fee	\$265.00	\$0.00	\$265.00	No Daily fees
Short week (4 days)	\$212.00	\$0.00	\$212.00	No Daily fees

(For non base fees see, NSF fees p.7, for late fee p.13 and again 15, Key fobs p.18, Walks and Trips p. 28, Fundraising fee p. 45.)

When the next change occurs in fees, we will apply the change to families' fees. An email will be sent out to all families with the notice of change.

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, by 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 fees due to N.S.F., need to be paid as soon as the office notifies the parent of the missed payment. If fees are not paid your child(ren)'s space is in jeopardy of not being accepted into care. These fees are based on non-base fees.

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 WITDA's website. 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, or 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.

### **PAYMENT AND RECEIPT INFORMATION**

For WITDA St. John's Summer Camp there will be NO REFUND or CANCELLATION/ WITHDRAWAL after mid-May (date will be determined on a yearly basis). All fees will need to be paid for the camp, whether you attend or not, regardless of our ability to fill your space. Each family will receive one key fob for entry to the Camp building. This key 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 database for entry.

Waterloo Infant Toddler Daycare Association does 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 Enrolment: Deposit of the registration fee is non-refundable if the child(ren) does not physically attend the program regardless of notice period. Once the child(ren) begins attending, then we will require one month's written notice of withdrawal.

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 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, we must receive 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 month's fees are paid at the time of registration and once started, the next month's fees will be taken out by direct withdrawal. No space is secure until the registration and first month's 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 to visit the centre with their child before the child's first day. If this is not possible, parents can visit with their child for a period of time during their first few days of enrolment and gradually withdraw as their child becomes more comfortable.

All required paperwork 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, 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 if the parents' 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.

## **Safe Arrival and Dismissal Policy and Procedures** (New policy)

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care with Waterloo Infant Toddler Daycare Association.

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

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

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

## **Policy**

### **General**

Waterloo Infant Toddler Daycare Association will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization, Verbal authorization can be given over the phone if an emergency arises.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
  - For the purpose of this policy and procedure, arrival time is considered between 7:30 am to 10:00 am and departure time is considered between 3:30 pm and 5:30 pm.
- Waterloo Infant Toddler Daycare Association will only dismiss children into the care of the child's parent/guardian or an individual that the parent/guardian has provided written authorization using the centre's release form, an emergency contact on their enrollment forms or by email or message sent through the centre's family messaging system. WITDA will never release any children from care without supervision.
- A parent/guardian may request that a child who is 16 years old or older be allowed to come and pick up their child. The parent/guardian must provide written and signed authorization and instructions for the release of the child including pick up time.

## **Procedures**

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

Waterloo Infant Toddler Daycare Association recognizes that every family has different needs and as such when a child arrives and departs from our care is up to the discretion of the individual family.

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).

Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff:

- must confirm that the person is listed on the child's emergency card or have the parent/guardian fill out the release form for another person picking up the child.
- If a parent/guardian calls or emails the centre during the day to authorize another person to pick up, the office will take the name of the person and relationship of the

person picking up. This info will be given to the child's classroom and the staff will check ID before releasing the child to the authorized pick-up person.

- document the change in pick-up procedure in the daily logbook.
- sign the child out on the classroom attendance record.

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

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off, classroom staff must inform the office by 10:00 am of any children who are not in attendance.

Office staff (Supervisor, Director or designated staff) will follow the below steps:

- Will commence contacting the child's parent/guardian no later than 10:30 am.
- An office staff or designated staff shall call the primary parent first to determine the safety of the child. A message will be left to contact the center within 15 minutes.
  - then if no answer the secondary parent will be called asking to contact the centre.
  - If no answer from either parent, we will send a message through our centres family messaging system, and an email to both parents asking them to contact the centre within 15 minutes.
- If the parents/guardians do not reply to WITDA's calls, emails or the centres family messaging system, classroom staff will follow up with the parent the next day the child is in attendance.

2. Once the child's absence has been confirmed, the Supervisor will inform the program staff and they will document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

- Staff will document in their logbook if a parent did not respond to the contact messages left for them.

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

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up within 30 minutes, a classroom staff member will contact the office.

- The Supervisor or Director will contact the parent/guardian by phone and advise that the child has not been picked up and the centre closes at 5:30pm.
- Where the Supervisor or Director is unable to reach the parent/guardian, office staff will call the second parent/guardian and or the first emergency contact and inform them the child is still in care and not picked up at his or her schedule time.
- If the second parent/guardian and or emergency contact cannot be reached, a voice message will be left stating the child has not been picked up and the centre closes at 5:30pm.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact the emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm staff shall ensure that the child remains in the care of a WITDA staff member.

2. A second staff member or office staff will proceed with calling the parent/guardian to advise that the child is still in care and has not been picked up. If unable to reach either parent/guardians, the staff person shall call the emergency contact on the child's emergency care.

- The first staff member will continue to engage with the child and may provide a snack while they wait for the arrival of the parent/guardian and or emergency contact authorized individual.
- If the staff are unable to reach the parent/guardian or emergency contact authorized individual, they will contact the centre's Supervisor and or Director to inform them of the situation. They will assist the staff member and may even come to relieve the staff members if one or both cannot stay with the child for a long period of time.

3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 pm, the staff shall proceed with contacting Family and Children's Services of Waterloo Region at 519-576-0540 and follow the FACS's direction with next steps.

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

Waterloo Infant Toddler Daycare Association will only release children from our care to the parent/guardian or other authorized individual stated by the parent/guardian.

## **Late Fee Policy**

If a parent/guardian arrives late after the centre is closed Waterloo Infant Toddler Daycare Association will charge late fees. All programs close at 5:30 pm.

- The fees are as follows: \$1.00 per minute for the first five minutes and \$5.00 per minute for each following minute.
- WITDA's staff are not paid after 5:30 pm but they remain on 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 or contact information (ie phone call, email, release form to state the time of pick up.) 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.

## **Glossary**

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

*Licensee:* The individual or corporation named on the licence issued by the Ministry of

Education that is responsible for the operation and management of the childcare centre and home child agency.

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

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

(a) provides that a child may only be released from the childcare centre or home childcare premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home childcare premises, or

(ii) a child is not picked up as expected from the centre or home childcare premises.

## **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

that Educators have completed. Items kept in the child's file would be: enrolment forms, immunization, consent, medication and accident forms and any progress reports from other agencies 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 the 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 Childcare 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 withdraw from the childcare 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 up spaces.

## **HOURS OF OPERATION**

The hours of operation for WITDA's main site Buildings 1 & 2 are as follows: Monday to Friday from 7:30 am to 5:30 pm. WITDA-KW Bilingual School's site hours are as follows: Monday to Friday from 7:30 am to 5:30 pm and WITDA St. John's Summer Camp hours are as follows: Monday to Friday 7:30 am to 5:30 pm. As would be expected, our children's arrival and departure times typically span the first two hours of the day and the last two hours of the day. Our full-time staff work eight hour 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, email or virtual classroom message would be greatly appreciated by 9:00 a.m. Parents are required to escort their child(ren) into the classrooms or into the playground area in the morning and come into the classroom or into the playground 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 Educators present in the classroom before taking your child. Parents with physical disabilities or anyone who cannot 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 the 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 the office need to be notified prior to the end of the day. A release form should be signed for that person to pick up the child on that specific day or for people who are going to be consistently picking up. The Educators will require photo I.D. for anyone they have not met previously. If a parent calls or

sends a message during the day that someone else is picking up and they have not previously done so, photo I.D will be required in order for that person to pick up.

### **DEPARTURE AFTER HOURS**

WITDA encourages parents to not 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 parents to 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 main site Buildings 1 & 2, WITDA-KW Bilingual School, and WITDA St. John's Summer camp all close at 5:30 pm. 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 5:30 pm but they remain on 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 the 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's 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 the registration fee\***

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

Here at WITDA, we have an open-door policy for our Educators and staff to speak about issues or concerns they may have. We have the same for our families. If you, or your spouse, your partner, or significant other have any concerns regarding your child's 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 is where you are welcome to talk to office staff. The Director works hard to try to have an office staff available to address your questions or concerns 9 ½ hours a day. Below is the process and procedure for addressing small to major issues with the Centre. If you do not wish to discuss a certain matter with the Educators, please feel free to stop by the Supervisor and/or 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 foremost, if you have a concern regarding your child's care please speak to your child's Educator as they are the ones who are with them throughout the day. However, if the answer you seek is not favourable here are your options:

- If a parent has a general question they can call or speak to any of the office staff during regular business hours. Office staff are 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 Supervisors and/or the Director. Depending on the concern the parent should see a change, or the Supervisor and/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 Educators 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 they will investigate all major complaints by a parent. The Director will inform, if necessary, Family and Children's Services of the Waterloo Region of any complaint regarding the child(ren)'s safety. Depending on the type of complaint from the parent they may or may 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 of Director Chair will contact the parent with the complaint if they have any questions. The Board of Director 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 Directors has the right to speak to the Director regarding the complaint. When the Board has made a decision regarding the complaint, the parents will be notified of the outcome.
- If a parent has a complaint regarding a Board Member or Members of the Board of Directors, they must talk to the Director of the Centre first. If 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 Directors, as a whole, has the right to contact the parents who made 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 involved.

### **STATUTORY HOLIDAYS & CLOSURES, PARENT VACATION**

The Centre is closed on 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 25<sup>th</sup> to January 1<sup>st</sup>. If December 24<sup>th</sup> falls on a weekday, we will close early at 4:00 pm that day.

WITDA-KW Bilingual School site may close during March Break and/or for an extra week at Christmas (at the school's request).

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, for example: The Region of Waterloo Public Health, 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 our Facebook Page, through our virtual classroom app via an announcement, and an email will be sent to the parents on our contact list. If you are in doubt on particularly wintry days, please phone in advance to make sure that staff is available to care for your child(ren). 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 Buildings 1 & 2 AND WITDA 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(ren)'s last day. This has been agreed upon by the Region of Waterloo Subsidy agreement. Parents who have lost or misplaced their fob and do not 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 subsidy family, will not receive any money back for their fob upon withdrawal from the Centre.

## **KW BILINGUAL SCHOOL**

Key fobs are not available at this location. Families will be able to enter the building from 7:30 am to 9:30 am and from 3:30 pm to 5:30 pm. During the core hours, the school is locked- please call the WITDA KWBS cell phone (519-635-0585). Families must enter through the gate and walk to the preschool classroom located on the lower level.

## **STAFF-CHILD RATIOS & AGES SERVING**

**WITDA Building 1:** Is licensed to care for 90 children at one time; The Ministry of Education set the following staffing ratios (ages 0 months - 6 years old):

**Infants:** 3 staff for 10 children

**Toddler:** 1 staff for 5 children

**Preschooler:** 1 staff for 8 children

**WITDA Building 2:** Is licensed to care for 63 children at one time; The Ministry of Education set the following staffing ratios (ages 18 months - 6 years old):

**Toddler:** 1 staff for 5 children

**Preschool:** 1 staff for 8 children

**WITDA-KW Bilingual School Site:** Is licensed to care for 16 preschool children at one time; The Ministry of Education set the following staffing ratios (ages 30 months - 6 years old):

**Preschooler:** 1 staff for 8 children

**WITDA St. John's Summer Camp:** Is licensed to care for 68 children at one time; The Ministry of Education set the following staffing ratios (ages 3+ years old the year before heading into school - 7 years old):

**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 the day except for outdoor 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 field trips. Before 9:00 am in the morning and after 4:30 pm in the afternoon, WITDA is allowed to use reduced ratios in the classrooms- all other times we will meet the required full ratio. To find out more about Educator 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 AGENCIES, 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 behaviour or development, the resource consultant is there to share their knowledge and expertise and for Educators to consult with. All families who attend WITDA will sign off upon enrolment that a resource consultant may be 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 therapy, occupational therapy, and physiotherapy and we use K-W Habilitation for physical development, social abilities, behaviour issues and classroom consultations or issues as a whole. If a parent feels they would like to have a referral made, they need to talk to the

Supervisor and/or Director and we will work on this arrangement. If you have further questions regarding this section, please speak to the Supervisor or Director.

Individual meetings with the parents are scheduled as needed. Parents, however, are encouraged to discuss with the Educators or the Supervisor(s), regarding any concerns they may have about their child whenever needed or when things arise. The Supervisor's doors are 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 happen 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 the Ministry of Education when requested. The notification form will not have identification information included to protect confidentiality and privacy of those involved (including child's name, staff's name, age, date of birth, age group/room).

### **DUTY TO REPORT SUSPECTED CHILD 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 & Procedures 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](http://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 happen, most notably an allegation of abuse or neglect, this will give rise to a duty to 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 Family and Children's Services of the Waterloo Region 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 Family and Children's Services of the Waterloo Region. The person must not rely on anyone else to report on his or her behalf.

A report to Family and Children's Services of the Waterloo Region 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 is 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 childcare 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 Educator's 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. Any bottles of formula need to arrive to daycare already prepared. 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, peanut/nut free, as well as 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 guidelines set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance with 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 meals, 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 as 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 were made. Any change will be kept until the week comes into rotation again.

Waterloo Infant Toddler Daycare Association's main site Building 1 will prepare and provide all the meals for Buildings 1 and 2, the WITDA-KW Bilingual School site 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, to ensure allergies/restrictions are known and followed.

The daycare attempts to meet all special diet needs. However, in some cases 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 these items.** 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 preferences, 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).

If you are supplying your own meal or snacks for your child, these are the steps that need to take place:

1. Need 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 first and last 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 to store all the lunch bags.
4. We do not allow non-nutritious food in children's lunch bags brought in by parents. If parents are providing food, it must be nutritious. Examples of unsuitable food(s) are: 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 there are no peanuts or nuts 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 allergic to. In each classroom, there will be a posted list of all children with allergies to food or medication. Educators are responsible to ensure that a child does not receive any food that would make them sick. It is the responsibility of the parent to fully disclose all allergies to the Educators and office staff as soon as they are known, or upon enrolment. Depending on the severity of the allergy, a medical plan may be set in place. The Supervisor(s) or Director will help determine if this is necessary.

## **ALLERGIES AND FOOD RESTRICTIONS**

A complete allergy list of all allergies or food restrictions within the centre is posted in each classroom. All classrooms will have their room's list posted at the front with the children's particular allergies and/or restrictions on it. There is a complete allergy list of all allergies and/or restrictions within the centre posted in the kitchens, gross motor room, all outdoor sheds in playgrounds, and with each group of children in their classroom backpack. In most cases the cooks will provide a substitute for a child's food allergy or restriction as best as they can. We will work with the parents to provide as many food substitutions as possible. In some cases, for example a milk allergy, parents may provide a milk substitute.

If a child has severe allergies, it will be discussed with the Supervisor(s) and/or the Director, 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 first and last name on it. Any outside food for a child(ren) that has been provided 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 WITDA St. John's Summer Camp, when it is in operation.

Waterloo Infant Toddler Daycare Association has strict guidelines set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance with 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 meals 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 Supervisor(s) and/or the Director. 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 classrooms. For any medical conditions, medical devices or anaphylactic reactions, the Supervisor(s) and/or Director will meet with the parents or guardian to complete a medical form. This needs to occur before the child starts care if possible. For more information on medical conditions for children see page 30 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 classrooms and present a 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 may 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 object (no more than one of each) which will help them to feel more comfortable and secure. They will be kept in the child's cubby when not in use. Please label all your child's belongings. At no time will toy ***guns, swords, knives, or other weapons be allowed at daycare. We do not promote violence.***

## CLOTHING

All clothing, including shoes and boots, should be clearly labeled with your child's name on it. Each child should have at least one complete set of spare clothes, as they sometimes participate in activities where they may get messy, or if they have any accidents or spills throughout the day. It may even be a good idea to have more than one set of spare clothes available. During the colder weather it is also recommended to have an extra pair of mittens and socks, as those items may become damp/wet during outdoor play. The Ministry of Education regulations require that children have two hours of outdoor play each day, except on days where the weather does not allow. Parents should therefore ensure that their children's clothing is appropriate for existing weather conditions.

## 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. Shoes with Velcro openings are recommended as they allow the children to be more independent and are easier to put on. 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 footwear before entering the classrooms. In the Infant rooms it is a requirement no matter if your shoes are soiled or not. The reason why shoes must always be worn is in case of an emergency or if we have to leave the building for any reason. 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 at any point.**

## **VIRTUAL CLASSROOM**

Each day the Educators at WITDA use a virtual classroom app to share what happened during the day. They share photos and do a write-up about activities that the children participated in. They will also share monthly documentation to show each child's progress and what they are learning, as well as communicate with parents if there are any messages they need to pass along. When your child is starting in their classroom, an invite will be sent to you via email a few days prior to your child starting. Follow the instructions in the email about how to connect with your child's profile and you're all set to go.

Please remember that if you have any issues, it's always best to call and talk to someone rather than typing out any issues through virtual classrooms or email.

## **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 can 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 with the child's name and sleeping instructions. The sleeping instructions will be given to the Centre upon admission of the child, and will have complete written instructions on how the child sleeps during the day. This will be written by the parent(s) of the child on the enrolment forms. A follow up verbal discussion will happen when the parents visit for the first pre-visits.

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 bedsheet 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, except when it comes to safety. If the Educator feels the request is unreasonable, or they feel uncomfortable regarding the parents' sleep request, the Supervisor(s) and/or Director will be informed. A parent(s) conference will then take place to figure out a solution. If a child has a special sleep toy, we

will need to have written instructions from the parent upon enrollment on the placement and use of the toy. Bedding will be changed according 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 chart and will be communicated to the parent at the end of the day. Any issues they find will be reported to the Supervisor(s) and/or Director 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 designated to them. The cot will be labeled with the child's name. 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 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 bedsheet 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 according 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 times we may need to share cots. If sharing is needed, the cot will be sanitized and a 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 a 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 Supervisor(s) and/or the Director immediately and if necessary, start first aid treatment and call for help.

### **PLAYGROUND STATEMENT**

Waterloo Infant Toddler Daycare Association will follow 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 Supervisor(s) or the Director. This book will hold the monthly/annual inspections reports and the repair log for site specific playgrounds.

Any new equipment, 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 the weather. Each classroom will communicate with each other if they are changing any playground times. We have opened up the playground to programs to utilize the space when needed, or when the children need it. Each playground has a maximum number of children it can hold.

**Main Site Building 1:** Playground 1 can have a maximum of 40 children on it at one time. Playground 2 can have a maximum of 30 children out at one time. The Infants cannot use the climber structure on playground 2 at all.

The gate between the two playgrounds can remain open and the children can flow between them, if they are of preschool age, and no infants or toddlers are out on the playground. Infants and Toddlers may use Playground 1 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 mixing of age groups is permitted.

**Building 2:** Playground 3 can have a maximum of 41 children on it at one time and playground 4 can have a maximum of 37 children on it at one time.

**WITDA St. John's Summer Camp:** WITDA St. John's Summer Camp has 2 playgrounds. Coachhouse which is located across the parking lot has a max number of 64 children on it at one time. The Courtyard is located close to the building and can hold 36 children at one time.

**WITDA-KW Bilingual School:** This playground can hold a maximum number of 19 children at one time. The preschool children can use the whole school's 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 school's play structures.

### **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. Ratios in all age groups must be always maintained when outside. In the case of an emergency, the Supervisor(s), the Director, or school staff member can be called into the program to maintain ratios.
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 planned outdoor 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. When a child is injured on the playground, or anywhere, an accident report will be completed. This form is located in each classroom. When an accident form is completed, a copy must be given to the parent(s) by virtual classroom message, 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 Supervisor(s) and/or Director.

## **OUTDOOR PLAY AND TEMPERATURES**

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 the weather, Educators may choose to spend more than one hour outside. We will ensure the children are dressed appropriately and have all the proper items necessary to stay out longer. Temperature guidelines for outdoor play are: In the winter time the Infants can go outside up to  $-10^{\circ}\text{C}$  with the wind chill. The Toddlers can go outside up to  $-12^{\circ}\text{C}$  with the wind chill and the Preschoolers can go outside up to  $-15^{\circ}\text{C}$  with the wind chill. During the summer time for all age groups, if it is  $+30^{\circ}\text{C}$  with the humidex, we will not go outside. The older children may have a reduced time outdoors when there are higher levels of humidity. We are lucky to have a lot of shade on our playgrounds so in the summer months if the humidity is borderline, the older children may go outside for a short period depending on the breeze and the time of day. During the warmer months, each playground is equipped with water for the children to drink when they are thirsty. The Educators will require the children to rehydrate periodically while outside. The Educators will plan activities for the children to do during outdoor time, based on the observations they have made of the children's play. With our emergent curriculum, Educators can enhance their play and learning both indoors and outdoors.

## **WALKS AND TRIPS OFF SITE**

Occasionally, 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 to. 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 two weeks 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, and when we will be leaving and returning, so you can coordinate drop-off and pick-up. If you are not at the Centre by the departure time, we will leave without your child(ren), and it will be your responsibility to drop your child off at the destination of the trip. We cannot guarantee space in another program for your child if you arrive late so your choice will be to drop them off with the group at the destination or take them home. Families will have at least 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 been 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 Supervisor(s). 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 trip 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 on due to ice or water build-up from melting snow or rain. If a parent(s) arrives late, you will be asked to dress the child 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 it is best to find them. In the afternoon, you may have to pick up your child on a walk as well. Once again, information will be posted on the route the class is taking, and the office will assist you in the best direction to find them. When on a walk or field trip off site, ratios will always be maintained. Whenever possible we will increase the child/Educator ratios.

## **FOREST VISITS**

Here at WITDA, we have a few Educators who have their designation for the Forest Program. We are working towards developing a program where our preschool children will be able to take part in an outdoor program in a forest within walking distance to WITDA. We have permission from the City of Waterloo to use the forest at Keatsway and Churchill. Our forest entrance is located between 79 and 89 Churchill St., Waterloo, ON. We have a designated meeting spot in the forest where we will have our group meetings to talk about what we would like to do in our forest that day. If for any reason a child will be arriving after our departure time from the main site we ask that parents call the main site with their approximate drop off time at the forest, and the main site will let the Educator know so we may meet you at our forest entrance. A proper outdoor ratio will be maintained at all times. Additional support staff will attend if needed on these outings. During our group meeting time we will talk over any safety procedures and boundaries (boundary lines are clearly marked for the children to see) that will be needed for our morning of exploration, and read some stories. Exploration includes but is not limited to:

- Shelter building
- Using tools to create projects of interest
- Climbing trees (with proper supervision at all times)
- Using ropes
- Identifying plants and insects
- General exploration

When it is time to leave to go back to the main site, we will gather once more at the meeting area and talk about any discoveries and wishes for the next time we are out. Each Educator has a cell phone and can call the centre or 911 if any emergency should arise.

# HEALTH AND SAFETY POLICIES

## VACCINATION AND HEALTH

The Child Care and Early Years Act 2014 and the Region of Waterloo Public Health requires a health form to be completed and signed by the child's parent or guardian prior to enrolment. We do require confirmation of all immunizations. We require a copy of the child's immunizations for verification upon enrolment and each time a vaccination is updated. The Region of Waterloo Public Health requires a copy of each child's immunizations. 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 Region of Waterloo Public Health and must follow the requirements laid out if an outbreak occurs. It is a Region of Waterloo Public Health 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 fever of more than 100°F (37.8°C), or 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 Region of Waterloo Public Health 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/guardian 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 (37.8°C), or any sign of a communicable disease, the parent/guardian 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. After the child has been ill with vomiting or diarrhea, they need to be absent from the daycare for 48 hours from their last episode. Waterloo Infant Toddler Daycare Association must follow any and all rules or orders set up by the Region of Waterloo Public Health.

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 (multiple cases) 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 Region of Waterloo Public Health. The Region of Waterloo Public Health has a list of illnesses 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 Region of Waterloo Public Health. There will be no refund of fees if a child is off ill for sickness whether it is a 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.

During a pandemic parents may be required to wear a mask when on WITDA property. Due to the close proximity of staff to children, parents and other staff members, we will take whatever necessary precautions to keep everyone's risk level low of spreading of any viruses during a pandemic. Waterloo Infant Toddler Daycare Association may require vaccination status if Public Health or the Government deems it necessary to stop the spread of the virus(s). Waterloo Infant Toddler Daycare Association will follow any and all Public Health procedures, recommendations along with the Ministry of Education and other governing bodies.

### **ADMINISTRATION OF MEDICATION**

The Supervisor(s) is in charge of administering medication to the children. In the absence of the Supervisor(s) s/he 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 full name, otherwise it will not be administered and returned to the parent. All medication will be kept in one of two places at Building 1, in the Centre's fridge in a locked box or in the multipurpose room in a locked box. At Building 2 medication will be kept in the Centre's fridge in a locked box or in the Supervisor's office in a locked box. At WITDA-KW Bilingual School medication will be kept in the classroom fridge in a locked box or in the office in a locked box. At WITDA St. John's Summer Camp medication will be stored in the fridge in the kitchen area in a locked box or in the office in a locked box. Each classroom has a locked medication box that will be kept out of the children's reach, for keeping non-prescription items such as lip balm or moisturizers. If a child develops a fever during daycare hours, an office staff will contact the parent(s)/guardian for direction regarding the child's needs. If a child becomes ill during the day and is displaying multiple symptoms, a call will be made to the parent(s)/guardian to come and pick up their child.

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 in the office or in your child(ren)'s classroom.

Waterloo Infant Toddler Daycare Association will not administer any medication past the date of expiry. WITDA will follow the instructions on the medication bottle and if they do not match the parent's instructions filled out on the paperwork, we will only follow the bottle's instructions. Parents will then need to make the necessary corrections to the paperwork.

### **MEDICAL CONDITIONS FOR CHILDREN**

Any child with anaphylactic allergies or a medical condition will receive a medical plan. This plan is in place so everyone who may come into 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 anaphylactic allergy or medical condition, a plan needs to be completed as soon as we are

aware of the condition. Firstly the plan will be completed by the parent/guardian along with the Supervisor(s) and/or the Director and will be reviewed and signed by the parent(s)/guardian. 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 anaphylactic reaction or develops a condition after they have been enrolled, it is the parent's responsibility to ensure the Supervisor(s) and/or the Director are 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, roseola, or any other contagious disease reported by your doctor, etc.), you are required to notify the Supervisor(s) as soon as possible. The Supervisor(s) will in turn inform other parents as necessary. In the case of any questionable diseases, the Supervisor(s) will contact the Region of Waterloo Public Health for advice. WITDA works closely with the Region of Waterloo Public Health during any outbreaks, and we will contact them if we have any questions regarding any unusual or questionable disease. We will follow any request set out by the Region of Waterloo Public Health in 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 treatment has been completed and all the nits have been picked out. The child must be nit-free before returning to the childcare centre. The Supervisor(s) and/or Director will check the child upon returning to the centre to ensure the nits or lice are 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 policies set out by the Region of Waterloo Public Health 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 quality child care, all staff members do their part in maintaining our centre's cleanliness and tidiness. 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, the 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-KW Bilingual School and WITDA St. John's Summer Camp, the classrooms are cleaned by those schools' janitorial staff.



## **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 Supervisor(s) and the Director's office door.

## **DIAPERS / TOILET TRAINING**

Children at the daycare can use cloth or disposable diapers. Parents are responsible for providing the daycare with a waterproof change pad (Infants and Toddlers), diaper cream, diaper wipes (Infants and Toddlers), and all diapers for their child. Parents who have their child(ren) in cloth diapers will provide a small container with a lid to keep the soiled diapers in. The container must have a lined bag inside to hold the diapers and the diapers 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's name on it. Soiled cloth diapers and underwear will not be rinsed, but will be bagged and returned to parents each night. Any child wearing cloth diapers may at times have to use disposable diapers. This is a requirement of the Region of Waterloo Public Health when we are in outbreak status. **NOTE: When in outbreak, the only cloth diapers that are approved by the Region of Waterloo Public Health are ones that look like a disposable diaper and the liner is not easily removable. The Supervisor(s) and/or 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 Educators and Staff on how to handle real emergencies if they were to happen. These policies and procedures are intended to help Educators and staff to keep all the children and themselves safe in the event of a fire, tornado, severe storm, 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 at a designated safe place which will be told to the parent(s)/guardian when a call has been made. In some situations, ex. 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 Educators or Office Staff 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 Supervisor(s) or the Director for full details.

### **EMERGENCY TRANSPORTATION**

If a child has an emergency situation which is deemed by the Supervisor(s) and/or Director 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 Supervisor(s) and/or Director 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 Supervisor(s) and/or 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 parent(s). Under no circumstances will a WITDA staff member take a child in their vehicle.

### **PARKING AND PARKING LOTS**

**Main Site Building 1:** There is no parking directly in front of the centre 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 path. Please do not walk up and down the middle of the driveway in order to be safe. 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)'s whereabouts at all times. Please respect the Centre's property. Once you have picked up your child from the daycare, they are your responsibility. If they are hurt by doing something unsafe in your care, the childcare centre is not responsible.

**Building 2:** There is a limited amount of parking spaces so when dropping off or picking up children, please be mindful of others needing parking spaces and do not stay too long during our most busy times. Whenever possible, please do not walk up and down the middle of the driveway.

**WITDA St. John's Summer Camp:** There is ample parking at St. John's for summer camp. Please ensure you do not park on the walkway 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.

**WITDA-KW Bilingual School:** At the K-W Bilingual School parents are to park in the main lot at the front of the school or over at the Chinese Alliance Church and walk to the lights, cross the street, and over 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.

### **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 are then breathing 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 or in cars for any reason.

### **SMOKING ON PROPERTY**

WITDA maintains a smoke free environment inside and outside. Parents, staff, and guests 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 the centres under Waterloo Infant Toddler Daycare Association.

### **WITDA'S PARENT/GUARDIAN IMPAIRMENT POLICY**

Waterloo Infant Toddler Daycare Association is committed to creating a safe environment for children, families, staff, students, and volunteers. As part of our parent code of conduct, WITDA has implemented a Parent/Guardian Impairment Policy. The purpose of this policy is to ensure the safety of both parents and children in our program.

This policy outlines the steps that will be taken in the event a parent/guardian arrives at the centre in an inebriated state. Contravention of this policy as per our Parent Code of Conduct will result in consequences which may include removal from any of the WITDA locations.

If staff suspects that a parent or individual picking up a child is inebriated, impaired, or unfit to care for the child, the child will not be released into that person's care. The child will remain under the supervision of the Centre's staff and the Centre will attempt to contact another authorized person to pick up the child. If no suitable alternative can be found, Family and Children Services of the Waterloo Region will be contacted to address the issue.

If a parent or guardian shows up inebriated at centre sponsored events, they will be asked to leave and provided transportation if required. Their child will not be released into their care.

Alcohol and illicit drugs are not allowed on the Centre's property or at Centre sponsored events. The consequences for failure to comply will include, but are not limited to, the family's expulsion from the centre.

# **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. It is 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, and ongoing supervision of students 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 non- 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-Habilitation Services, Kids Ability and Family and Children Services of the Waterloo Region.

WITDA frequently participates in research projects from Universities and Colleges in our area that are for educational purposes. When these types of activities occur, parents are required to give written permission for their child to participate in the outlined project and parents are aware that WITDA staff will not always be present during this 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 Supervisor(s) or Director in order to accompany their child on the trip or outing. If one is not provided, they are not allowed to go 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.

## **SUPERVISION & ACCESS POLICY FOR STUDENTS AND VOLUNTEERS**

Educators are to supervise their classroom's 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 students or volunteers must complete a Vulnerable Sector Check before they are allowed to start their placement. They must also complete an orientation before commencing their placement. 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 Policies and Procedures.

If a student is in a later placement, 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 Supervisor(s) and/or Director 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 students, volunteers, and supply staff's 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 to child ratios. No child will be supervised by an employee under the age of 18 years old.

Every student must be supervised at all times by a registered RECE of WITDA if they are in the presence of WITDA child(ren). Students will be placed in a classroom where a WITDA Educator will be responsible for information sharing, mentoring, monitoring, and providing feedback to the student(s). WITDA Educators will monitor the student's behaviour and conduct and ensure 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. If any issues 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 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's behaviour and conduct, and ensuring they follow all the Centre's policies 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.

# WATERLOO INFANT TODDLER DAYCARE ASSOCIATION

## MONITORING, OBSERVATION & COMPLIANCE and CONTRAVENTIONS

### Purpose

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 childcare centres.

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

- Playground Safety
- Anaphylactic policy
- 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

### Policy

Each Educator and staff member has a legal responsibility to the children of the centre to report any misconduct by a coworker, student, volunteer, adult, or parent. The "Monitoring, Observation & Compliance for Students/Volunteers" form will be conducted once on any student or volunteer during their placement or volunteer term by their cooperating Educator. All reports will be kept in the student or volunteer's personal file. The report will then be filed in the personal file of the Educator who was being observed.

Here at Waterloo Infant Toddler Daycare Association, each Educator, staff student(s) or volunteer(s) follow our self-monitoring practice set out for our Monitoring, Observation & Compliance for Educators. Everyone will complete the form on each other at least once to twice a year. Once the form is completed, both parties will discuss the outcome, and both will

sign the document and then it will be given to the Supervisor(s) and/or Director to read. The Supervisor(s) and/or Director will review the reports and will deal with any issues or discrepancies and will follow WITDA's discipline policy if the issues warrants it.

Any Educator or staff member that sees another person mistreating a child on WITDA property must report the incident to the Supervisor(s) and/or Director as soon as possible. A Monitoring, Observation & Compliance form does not necessarily have to be completed if you observe mistreatment of a child.

## **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 within 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 (ex. medication administration forms, daily written record, attendance records, etc.).

Monitoring will be conducted at different times of the day (ex. 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.

- At times and at the discretion of the Supervisor or Director classroom log books may be requested to be checked for accuracy and completion for a period of time as directed by the Supervisor.
- 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

## **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 a as needed basis, unless the need is sooner, and will include concrete examples of observed compliance and non-compliance.
- All records will be stored in the employee or student's personal file for the duration of their employment or placement with WITDA and for 4 years after they have left employment.
- The Director will call Family and Children's Service and report the allegation if the allegation comes from a parent. If the allegation comes from a staff member the Supervisor/Director will support the staff member in completing the call to CFS.

## **3. Follow-up**

- Any areas of concern with an individual's ability to comply with policies, procedures and the Supervisor will set up and individualized plans for the Educator. This will be reviewed with the Director and then discussed with the employee.
- The Supervisor and or Director will address their observations through a review and discussion with the individuals observed every day, week or month depending on the severity of the observation and will be done until the individual and Director and or Supervisor feel they understand the procedure or policy and will seek to or provide them with appropriate supports to achieve and maintain compliance (e.g. additional training, reading or guidance).
- If the issue is unchanged and or the employee is not willing to work on the steps outlined in the individualized plan the Director will take steps with HR to remove the employee for their employment with WITDA. This will be a last resort and will be taken seriously.
- If the issue is serious and falls under prohibited practices of WITDA the employee could be terminated from their employment.

## **4. Dealing with Contraventions of Policies, Procedures, or Individualized Plans:**

- Waterloo Infant Toddler Daycare Association will make every effort to clarify expectations and encourages staff, students and volunteers to raise their questions and concerns about implementing policies, procedures and individual plans on an ongoing basis to support clarity, learning, development and ongoing compliance.
- Progressive discipline may be used to address observed non-compliances with policies, procedures, and individualized plans, taking into consideration the nature and severity of the incident, and the individual's history of previous non-compliances.
- Where a staff is observed to be non-compliant, the centers Supervisor and or Director will take one or more of the following actions
- Inform the staff member, that a non-compliance was observed, including the review of any pertinent records or documentation that provide evidence of the non-compliance;



- Re-review the relevant policies, procedures, and/or individualized plans with the staff member.
- If necessary, a verbal and or written warning can and will be issued;
- If a staff member is removed from the room they are currently in and placed in another room or sent home with or without pay.
- The staff member will immediately be placed on a middle shift and never be alone with the children for his or her own protection until the situation has been resolved if it warrants them to return to work.
- Depending on the severity of the issue a temporary suspension of the individuals staff member will be removed from their position at the child care centre until an investigation has taken place and resolved.
- Terminate the individual from their position:
- Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or
- Report violations with the College of Early Childhood Educators' Code of Ethics to the College.
- The Director will contact the Board of Director Chair and inform them of the allegations and what steps have and will be taken.
- The Director will then talk to all individual parties separately and conduct a report.
- The Director will fill out any necessary forms, or call any necessary agencies, or a lawyer if necessary, or if instructed by the Board of Director Chair.
- Depending on the result of the investigation of the allegations, steps listed under the Termination of Employment policy may or will be followed.
- Where an observed non-compliance meets the criteria for a reportable serious occurrence (e.g. an allegation of abuse or neglect), the serious occurrence policy and procedures will be followed.
- Where appropriate, the supervisor or designate will follow up with the family of a child in accordance with our policies and procedures on parent issues and concerns.

**If the allegation is against a student or Volunteer, these are the steps that will be taken:**

- They will be removed right away and will be asked to leave until an investigation has been conducted.
- If it is a student, the College will be informed. If a Volunteer and an agency is involved, they will be contacted.
- The Director will contact the Board Chair and inform them of the allegations and what steps have and will be taken.
- The Director will then talk to all individual parties separately and conduct a report.

- The Director will call The Ministry of Education's program Advisor and report the allegation. A serious occurrence report will be filed and updated as needed.
- The Director will call Family and Children's Service and report the allegation if the allegation comes from a parent. If the allegation comes from a staff member the Supervisor/Director will support the staff member in completing the call to CFS.
- The Director will fill out any necessary forms or call any necessary agencies or lawyers if necessary or instructed by the Board Chair.
- Depending on the result of the investigation of the allegations, steps listed under the Termination of Employment policy may or will be followed.

## **PROHIBITED PRACTICES & DISCIPLINE**

### **POLICY FOR PROHIBITED PRACTICES**

The Ministry of Education and our policy prohibits the use of any sort of physical or corporal punishment of any kind by either an Educator, staff or relatives of the children on the daycare premises or property. At no time will a child or staff member be locked in a room or structure for any reason. No Educator will use harsh or degrading measures or threaten or use of derogatory language directed at a child or in the presence of a child. At no time will an Educator humiliate, shame, undermine his/her self-respect or frighten a child. No child of WITDA will be deprived of the basic needs like food, drink, shelter, sleep, use of toilet, bedding or clothing.

The Director or Educator must report any such occurrences to the Ministry of Education and to Family and Children's Services under the professional Advisory: Duty to Report. WITDA follows all rules and regulations set out under the Child Care and Early Years Act, 2014 and the Code of Ethic and Standards of Practice, as well as the Professional Advisory: Duty to Report both by the College of Early Childhood Educators. Every new employee, supply teacher, student, and/or volunteer must have a Vulnerable Sector check before they are allow to work or help in our organization.

### **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.

### **Procedure for guiding discipline is as follows:**

WITDA will use redirection techniques with all children and talk with them to help them learn how to handle themselves in behaviour and social struggles with peers. Educators will assist to help the child calm down, self- regulate or to help find out the underlying issue for the

undesired behavior or struggles with peers. At no time will a child be placed in a corner or facing a wall.

If a child is misbehaving these are the steps that should be followed:

1. If a child is using an undesirable behaviour with another child the Educator needs to intervene and show the child how to be gentle, with their friends and then redirect the child to a new activity. The Educator needs to use simple and clear language. (us with Infants and Toddlers) With a preschooler the Educator needs to explain why the undesirable behaviour hurts or bothers our friends. Educators are not to use long drawn out explanations with young children.
2. If a child is doing an undesirable behavior the Educator shall give a warning and encouragement to not repeat the behaviour. Using a firm but desirable tone. While helping the child be aware of others feeling and of their own. (as with Toddlers and Preschoolers)
3. Redirection of the child doing the undesirable behaviour. This could include having the child redirected to another activity or having them use a "be by myself" space. The child may be asked to sit alone with a toy or book. At times a child may be removed from other to help the child to calm and help reflect on the situation. Sometimes another warning may have to be given if behaviour continues as well as a new consequence if undesirable behaviour continues. (as with Toddlers and Preschoolers)
4. The Educator will help the child to understand why this has occurred and how to help the child get along better with others.
5. If a child is not cooperating or responding to or with the Educator during redirection or other calming techniques or above steps are not working, to the best of the teacher's ability, or if the Educator (s) become frustrated with the child or situation; they can bring the child to the Director or Supervisor for assistance. Sometimes removal from the room helps a child calm down better and faster. The child can sit with the Director or Supervisor until he/she is settled down and ready to return to the classroom.
6. Parents will be informed of their child's behavior whether it was a great day or a hard day. Educator will talk and strategize with the parents regarding their child's behaviour if necessary.
7. Discipline should be age appropriate to the developmental level of the child and designed to assist the child to learn appropriate behavior and self- regulation.

### **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, scare 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 DIRECTORS & 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 years. A nominating committee will seek new members to sit on the Board each year. This committee will be composed 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 Declaration 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.

The purpose of these meetings is to conduct the business of the childcare centre 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. Any questions or concerns can be directed to the Director. The Director of the childcare centre attends all Board meetings.

The Board of Directors is the governing body of the childcare centre. Their main function is to oversee the financial aspects of the childcare centre. The Board of Directors does not make day to day decisions of the happenings of the centre. The Board may also be requested by the Director to participate in the interviewing processes and may be called upon for their opinion on important decisions. The Board is not responsible for acting on any staff grievances unless the grievance process has been followed or requested to do so by the Director, and/or Supervisor(s) in the absence of the Director. It is the Board of Directors responsibility to hire a Director when one needs to be hired.

## **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 Supervisors. 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 Directors 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 parents 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 Region of Waterloo Public Health, the Ministry of Education, and Family and Children Services of the Waterloo Region are the only agencies that may require a child's or parent's 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**

WITDA's policy is to first hire RECE Educators to work in the classrooms however we will hire suitable non ECE Educator's who are willing to work on getting there ECE though the apprenticeship program or work at getting through part time courses. If through interviews there are no suitable RECE or ECE's we will look at a non ECE for a short time period and may have 1 to 2 permanent non ECE if we feel they fit well in our mad date of teaching. Educators that have their ECE must 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
- \* Cooks
- \* Kitchen 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 Supervisor(s) or the Director's office at 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 Supervisor's or Director's office, or on the front door of the daycare. Parent(s) are requested to read the bulletin boards to keep up-to-date of pertinent information. The Supervisor(s) 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 and fall 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 Supervisor(s). Child care is offered at these events. For families who cannot help out with our workdays, 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 workdays.

### **DONATIONS**

Waterloo Infant Toddler Daycare Association is a charitable organization, and we can accept cash donations. All donations received will be accompanied by a Charitable Donation Receipt at income tax time. Some companies have co-operated through matching programs. 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/guardians having day-to-day responsibilities for children attending the daycare, are automatically members of the Association upon enrolment 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 funds on a bi-monthly basis. We have incorporated a fundraising fee for all families. The structure is as follows. Each October 1<sup>st</sup>, the fundraising fee is due for the year, of \$70.00 per child. Families starting from October to the end of March will pay the whole \$70.00 fee per child upon enrolment. When a family starts April 1<sup>st</sup> to September 30<sup>th</sup>, they are only required to pay \$35.00 per child. 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 Smoothies can do so. Each family will be given 80 bars (per child) to sell at \$3.00 each. When they are all sold, the family will have contributed profits to the childcare centre towards their fundraising obligation. The 80 bars sold are per child. Any parent that has not paid the fundraising fee by November 1<sup>st</sup> will be asked to participate in this only fundraising event. Details 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 Supervisor(s) 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 Supervisor(s) and/or Director know if you are able to help keep our costs down in any sort of way. The Supervisors are aware of the current supply needs of the Centre.

### **CONTACTING THE DAYCARE**

Website: [www.WITDA.com](http://www.WITDA.com) Email address is: [info@WITDA.com](mailto:info@WITDA.com). Please note, email is not checked on a regular basis and we do not respond to all messages, so please do not send important messages via email. Call the centre for any important message at 519-746-7510. How to reach each program:

#### **Building 1 & 2:**

Address: 368 Erb Street West, Waterloo, Ontario N2L 1W6  
519-746-7510 (Reaches both offices)

#### **WITDA-KW Bilingual School**

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



The Preschool classroom phone number is 519-635-0585. The school number is 519-886-6510. If you have a message or something to discuss related to WITDA or the Preschool program, please call the classroom phone number as the school does not handle any of our classroom matters.

### **WITDA St. John's Summer Camp**

Address: 22 Willow Street, Waterloo, Ontario N2J 1V5

The cell phone number for this program is 519-635-0585 and is only available during July and August.

## **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 importance 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 Educators 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 Supervisor(s) and/or Director, he or 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 Directors, the Director, and all the staff of Waterloo Infant Toddler Daycare Association