



Parent Handbook All Sites

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WITDA TREATY LAND ACKNOWLEDGEMENT

We would like to acknowledge the land on which we have settled and learn on is part of the Haldimand Tract, Dish with One Spoon Wampum Agreement, which is the traditional territory of the Anishnaabeg, Haudenosauonee and the Neutral Peoples. WITDA strives to teach children about making connections to nature and the land by learning through exploration in both our indoor and outdoor environments. Our hope is to help children learn about the impact of their ecological footprint and how to become stewards of the land we live on.

WATERLOO INFANT TODDLER DAYCARE ASSOCIATION PROGRAM STATEMENT

Waterloo Infant Toddler Daycare Association (WITDA) is dedicated to providing a welcoming, healthy, stimulating environment for all of our families. Our organization has a diverse team of qualified Registered Early Childhood Educator (RECEs) and Apprenticeship ECEs dedicated to each child's wellbeing. Our holistic approach engages children in all domains including cognitive, social, communication, emotional, and physical development. WITDA is committed to being 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. To learn more please click the link. <https://www.ontario.ca/page/how-does-learning-happen-ontarios-pedagogy-early-years>

Families are important and we prioritize building strong relationships with each and every one. Our open-door policy creates a supportive and enriching program through non-judgmental, and responsive communication between children, families, and staff. This is achieved through documentation, daily interactions, and planned meetings with families. Through family engagement we are cultivating authentic relationships, which strengthens our community and creates a sense of trust where we can support, collaborate and learn from each other.

Our organization believes that each child is a unique individual and are competent, capable, curious, and rich in potential. Through observations and documentation, educators provide child-initiated and adult-supported experiences, which deepen our understanding of the children's needs and interests. They use, and adapt the environment for all children in the program as a tool to deepen learning and allow each child to be successful in their own unique way. This can be seen through provocations, and open-ended materials that foster the children's natural curiosity. We use the environment as the third teacher to nurture every child's confidence, problem solving skills, and self-regulation, so they can take risks, and are not afraid to make mistakes. We provide opportunities to repeat and expand experiences, promoting growth. Our educator's role-model positive behaviour, patience, understanding, and acknowledge the children's feelings by creating a safe space. Through daily interactions in the classrooms, children learn respect, empathy, and acceptance of the environment, all creatures and all people.

WITDA strongly believes in the importance of having time outdoors. We spend a minimum of 2 hours each day in our outdoor environments, weather permitting. 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 local forest area is an additional resource where our certified Forest School Practitioners

facilitate programs that reinforce our commitment to making connections to nature and the land. Our goal is to help children develop a love and respect for the natural world. Through meaningful experiences in our forest, playgrounds, and community, children learn how their everyday choices can care for the environment and the land we share. Guided by the teachings and wisdom of our local Indigenous communities, we encourage children to become thoughtful stewards of the Earth and develop a lifelong connection to nature. WITDA is equipped with an indoor space for active play where children can work on their gross motor skills and abilities.

We take pride and celebrate the rich tapestry of cultures in our community. We use different languages to help new children transition into our programs and support them as they are learning Revised June 2026English. We work with parents to learn key phrases in their home language and will use Google Translate when needed to help children learn the routine and become more comfortable in their learning environment. We celebrate the diversity of our community and invite families to share their culture with us to enrich our programs. Classrooms promote literacy in many different forms throughout the year to excite and engage children's interests. We want children to love reading so their minds can reach their full potential. In our bilingual school program, we promote French and English on a daily basis to expand children's knowledge of both languages.

Children will have the opportunity each day to rest in a calm, relaxing environment and educators are mindful of the College of ECE, The Ministry of Education and CCEYA guidelines, family requests (within reason), and children's individual needs. Every child is provided with a bed and blanket, and rests in a peaceful room with quiet music playing. For children that do not sleep we provide quiet bed activities to play with until rest time is over.

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 work with families to accommodate as many dietary restrictions and allergies as possible for the health, safety, and well-being of the child. Meal and snack times are wonderful opportunities for children to build friendships, practice kindness, and develop important social skills. Educators sit with the children during meals, modelling healthy eating habits, good table manners, and respectful conversations. We encourage children to engage with one another, fostering a welcoming and inclusive mealtime experience where everyone feels valued and supported.

In keeping with the College of ECEs Code of Ethics, throughout the year, we mentor ECE students from a variety of educational institutions. We believe that mentoring students today will help maintain and grow high quality care in the future. We also mentor post-secondary students, high school co-op students, and volunteers, so they can gain experience that they can use in their future careers.

Community support agencies are an essential part of our organization. They each bring their own knowledge, and skill sets to support children, families, and educators, by inspiring new learning strategies and opportunities. We work alongside them integrating new ideas, equipment, and behaviour guidance techniques to support the classroom as a whole. We value the different perspectives each community member brings forth.

Staff are provided with professional learning opportunities that will help further their knowledge of new theories in child development. Staff are able to attend workshops that align with their yearly professional goals. WITDA feels that continuous professional learning empowers the staff and promotes growth throughout the organization. We commit to challenging our prejudices and bias' by unlearning the history as educators, we continually reflect on our own beliefs and perspectives, engage in ongoing learning, and work alongside community leaders to deepen our understanding of diverse cultures, histories, and experiences. This commitment helps us foster a sense of belonging where every child feels seen, valued, and respected.

WITDA's team regularly reflects and reviews our Program Statement to ensure it remains relevant and supports high-quality care. Teams review it monthly, with annual staff and family feedback to help guide improvements where needed.

COMMUNICATION REGARDING FAMILIES/ GUARDIANS OR PERSONS WITH DIVERSE ABILITIES

Waterloo Infant Toddler Daycare Association (WITDA) will strive at all times to treat our parents/guardians in a way that respects their dignity and independence. We are committed to giving people with diverse abilities the same opportunity to access and benefit from our Centre's services.

WITDA will work with families with diverse abilities regarding communication, service animals and support people along with training of the Centre's staff. WITDA will do its best to accommodate a child or parent/guardian with a diverse ability. With regards to parents with diverse abilities, we will work with them through verbal, written, or other means that would help a family enroll their child in care and throughout their time 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, notices or calling and giving all this information verbally.

There may be times when we will not be able to accommodate a child into our Centre with diverse abilities. This would only happen if we were not able to meet the needs of that child. One example could be: if in one program we have a few children with diverse abilities, we would not be able to accommodate another child with diverse abilities in that same age group or room. If we (Educators) cannot effectively meet the needs of the new child as well as the present children, we would not be able to offer care. We would however, keep the child on the waiting list and enroll them when the next space comes available assuming they meet all age requirements and we can adequately provide proper and effective care for all children involved. Care would be accepted without question if a support person accompanied that child if space is available. We would be able to accommodate this however there could be no cost of any kind to the childcare 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 they have added an additional person on Digibot that is allowed to pick up, and the parents or legal guardian have informed the centre that an alternative person will be picking up. If another individual is going to pick up, the daycare staff are required 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 by a sibling only if they are 16 years or 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/ guardian 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, Onelist. 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 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 2nd, or the first working day after New Year's Day at 12.00 am. Enrolment forms will be available through the centre enrolment system. 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 of 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 Centre summer camp waiting list by emailing the Centre at info@WITDA.com. We will email all families to ensure they have an account on our centralized portal so we can send reminder emails on how to register and reminder of submission opening date. Please be aware that our camp fills up very fast and spaces are on a first come first serve basis. Registration for camp is done through our centralized portal and you must have an account to register.

If someone is interested in signing up for our summer camp, they can email the centre at info@WITDA.com and we will send a link to sign up on our portal. All requests for this must be in by December 23 at 11:59 pm to make the sign-up for January 2nd of each year.

As Waterloo Infant Toddler Daycare Association belongs to the CWELCC program we are required by the Region of Waterloo Children Service to hold 30% of our total enrolment for subsidies families who are on our waiting list and that require care.

ENROLMENT

The Office Manager 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 the first month's fees. See the Fee Chart under Fee payments for amounts. The Office Manager will give each family the right amount that will be due. Your fee includes two key fobs (if required) to access the building. As soon as WITDA receives your fee for the space 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.

WITDA FEE STRUCTURE & PAYMENTS

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 Daily Fee Schedules with CWELCC for All programs

Room	WITDA Base fees	Effective January 1, 2026 CWELCC Daily Fee	Effective January 1, 2026 Parent Daily fee
WITDA CAMPUS BUILDING 1 & 2			
Infant Program FT	\$76.90	\$54.90	\$22.00
Toddler Program FT or PT	\$58.81	\$36.81	\$22.00
Preschool Program FT or PT	\$50.95	\$28.95	\$22.00
WITDA KWBS SITE			
Preschool Program FT or PT	\$56.19	\$34.19	\$22.00
WITDA ST. JOHN'S SUMMER CAMP			
If under 6 years of age the fee	\$53.00	\$31.00	\$22.00
WITDA ST. JOHN'S SUMMER CAMP over 6			
If over 6 years of age the fee	\$56.00	\$0.00	\$56.00

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

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.

Once a space has been offered to the parent/guardian the first month's fees must be received in order to secure the child(s) space. The first month's fee must be paid at time of acceptance of space through an e-transfer to payments@witda.com. After the acceptance of the fee has been received an email will be sent for you to set up an account on the Centre's centralized portal. The portal includes registration papers and direct withdrawal forms (for fees to be paid) that must be completed before the child can attend. The next month's fees will come out of your account using the account information that was set up on the portal on the 2nd of each month. **Once the monthly fee is received it is non-refundable even if the child(ren) does not physically attend the program regardless of notice period. Once the child(ren) begins attending, we will require one month's written notice of withdrawal.**

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/guardian 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 (as decided by the Supervisor and or Director of WITDA only), 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 and or the Region of Waterloo Children Services. 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.

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.

RECEIPT & BILLING INFORMATION

The first month's fees must be paid upon registration. We do not regularly invoice parents for the monthly fee; however, families can log into the centre's centralized portal to see current and future monthly payments. This portal is set up when the family first enrolls with WITDA.

Waterloo Infant Toddler Daycare Association does not write monthly receipts for cheques, cash, or direct withdrawal. Yearend tax receipts for income tax purposes are issued before the end of February each year and will be found on the Centre's centralized portal for your retrieval at any time. If a family leaves the Centre before the issue of tax receipts, they will always be able to access the portal to retrieve any payment information.

Charitable donation receipts are issued by the end of February and will be hand delivered if the family is attending one of our current programs or will be mailed to the address that is on file through the Centre's centralized portal. Some employers in the community have matching donation programs. Receipts for matching charitable donation programs will be issued when necessary, just let the office know if this is the case.

WITDA will credit or refund fee money to parents/guardians if there is any overpayment is made by the parent. Billing errors will be corrected by credit or refund if the child(ren) is leaving the Centre when the error has occurred.

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. Families will be offered as many key fob(s) as they wish for a \$10.00 deposit per fob for entry to the Camp building. This key fob will need to be returned on the last day your child attends camp. If you fail to return or lose the fob(s) you will not receive your fob deposit back.

ADMISSION

Children who are new to WITDA are often able to adjust more smoothly if parents help to ease the transition for them. If 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

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. If the parents or emergency contact does not arrive within 30 minutes after closing or if we have phone contact with the parent or emergency contact. Family and Children Services will be contacted regarding the late situation.
 - 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.
- If a parent/guardian is constantly late as deemed by the centre's Supervisor or Director, the child(ren) could be in jeopardy of losing their space here at WITDA. Notice verbal or written will be given to the parent/guardian before the space is terminated.

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 Children Services. 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 for Subsidy families. If, however, you know sooner, please inform the office. The more notice we have the easier it is to fill up spaces.

As Waterloo Infant Toddler Daycare Association belongs to the CWELCC program we are required by the Region of Waterloo Children Service to hold 30% of our enrolment for subsidies families who are on our waiting list and that require care.

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
- 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 and a half 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 they 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 parents/guardian 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, they 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 25th to January 1st. If December 24th falls on a weekday, we will close early at 4:30 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). The Region of Waterloo may set professional development days that the centre must take part in and we will close for these days.

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: A Region of Waterloo Public Health order, 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 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 \$10.00. 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 - 5 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 - 5 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 - 5 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 The Region of Waterloo and their many services to help support individual families and the childcare centre as a whole. The agencies we use are:

- SNAP - Referral Hub
- Childcare Subsidy - Financial assistance
- KW Habilitation - consultation for physical development, social abilities, behaviour concerns and classroom consultation for room dynamics.
- KidsAbility - Speech Therapy, Occupational Therapy, Behaviour Therapy, etc.

If a parent/guardian feels they would like to have a referral made with the above agencies, they need to talk to the Center's Educator, Supervisor or Pedagogical Leader who will help the family/guardian navigate a referral request. Parents will be made aware of any concerns Educator's, Pedagogical Leader or Supervisor may have with regards to their child's development. All families who attend WITDA will sign off upon enrollment that a resource consultant will be on site at times and will be present in the classrooms and may have interactions with your child.

If any Educator needs help with a child or has questions regarding a child's behaviour, development or room dynamics the assigned resource consultant to the centre is there to share their knowledge and expertise with the Educators. 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 concerns that may arise as the child develops. Educators can make referrals to enhance the child's learning and to give them the skills they need to develop moving forward. WITDA will not contact any agency without written permission from you, the parent or guardian.

When a referral has been requested the parent(s)/guardian will be part of the process along with the one of the child's Educators, the Pedagogical Leader, Supervisor and or Director. Individual meetings with the parents are scheduled as needed. Parents, however, are encouraged to discuss with the Educators or the Pedagogical Leader, regarding any concerns they may have about their child's well being. If you have further questions

regarding your child's development please speak to your child's Educator, or to the office they will be more than happy to help you.

INDIVIDUAL SUPPORT PLAN FOR CHILDREN

If a parent/guardian feels their child needs additional support they can talk to their child's Educator or PL and a meeting can be set up to discuss your concerns. Upon enrollment before a child starts, if a parent/ guardian is aware of a child's development needs, a meeting will be set up with the Pedagogical Leader or Supervisor to complete an individual support plan.

Educators along with the Pedagogical Leader will fill out an Individual support plan, for the child in need. This plan is completed with the child in mind to help them build capacity and be successful within any of WITDA's programs. If a WITDA Staff member or parent/guardian feels a child needs additional support then an Individual Support Plan needs to be completed. When possible, a meeting with the Educator/Pedagogical Leader/Supervisor and parent will happen to complete the form. If a meeting with the parent is not possible then the Educator and Pedagogical Leader will complete their part, and the Pedagogical Leader/Supervisor and parent will sit down and review the Individual Support Plan and add any updated information. All parties will sign off on this piece of documentation, and it will be kept in the classroom where Educators will have access to it. The form will be reviewed and modified as needed.

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

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 maybe, 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 Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws, and policies that are relevant to their professional practice.

INFANT MEALS & MEALS FOR OTHER CHILDREN

INFANTS

In our Infant program all babies are fed according to individual schedules set out by the parents/guardian. Infant parents/guardians are required to supply bottles or special sippy cups with the Infant's formula or milk in them. Any bottles of formula need to arrive to the centre already prepared. WITDA will provide water in a cup during snack time and milk in a cup during lunch and p.m. snack. Infant cereals and any infant jarred/home made foods that is provided by the parent/guardian must be in a labeled container or jar with the child's first and last name on each item. The Infant Educators can mash or cut into small pieces food for the children's lunch or snack but straining of the infant's table foods cannot happen. For infant meals the Educators will heat the food that the parent/guardian provides in the classroom just before they eat. Any food brought in by parent/guardian must be nutritious and peanut/nut free.

If a parent/ guardian(s) forget 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 AND FOOD SUBSTITUTIONS

WITDA provides one hot meal and two snacks during 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. We have a five-week rotating meal plan posted in each front hall and in each classroom for your convenience. The front hallway copy will show any daily or weekly changes that have been made throughout the week and 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.

WITDA attempts to meet all special dietary needs. However, in some cases we cannot meet extreme dietary needs, therefore, meals prepared and provided by the parents will 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 in the office garbage or returned at the time of pick up.

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. This can be found in the main office of each location.
2. The meals being provided must be **nutritious** and each item/container in the bag plus the lunch bag must be labeled with the child's first and last name. All food substitutions must be **peanut and nut free.**
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. When supplying a substitution for your child's lunch or snack it must be nutritious. We will not serve unsuitable food(s) to the child. Examples of unsuitable foods are chips, cookies, chocolate bars, packaged sweets, peanuts, nuts, doughnuts or candy. We will not accept UberEats or Skip the Dishes deliveries. If these types of food are sent you will be contacted and required to bring in suitable food substitutions. When providing 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, nuts or "may contain peanuts or nuts" in the packaged item.
5. For some families, partial food substitution is necessary and WITDA will provide the fruit and vegetables if this helps families. Talk to the onsite Supervisor for help in this area if required.
6. At no time can food be stored in the child's cubby. All food must be brought to the kitchen for storage.

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 while in our care.

If a parent /guardian wants to celebrate a child's milestone, parents/guardians will need to individually wrap/package the treat to go home with the child at the end of the day. WITDA is not allowed to serve outside food that comes from restaurants, grocery stores or home-made items as we cannot control the contents of the ingredients to ensure the safety of all children.

ALLERGIES

If a child has a food, environmental, or medical allergy, parents need to inform the office upon enrollment so we can take proper steps to ensure your child does not come in contact with any known allergens. 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 produce a reaction. We take reasonable steps to reduce environmental allergen exposure while maintaining a safe, inclusive environment and following all applicable Ministry of Education and College of Early Childhood Educators guidelines. 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 in close proximity to the eating area 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/guardian to provide as many food substitutions as possible. In some cases, for example a milk allergy, parent/guardian 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 family may be requested to provide the appropriate food substitutes if we cannot accommodate the food request. Please see "Meals" section on pg 23 for details.

MEDICAL CONDITIONS & ANAPHYLACTIC POLICY

Waterloo Infant Toddler Daycare Association takes every allergy, suspected allergy, or medical condition seriously. When an allergy or medical condition is brought to the attention of the Supervisor or Office Manager 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 designated areas within the centre. For any medical conditions, medical devices or anaphylactic reactions, the Office Manager or Supervisor will meet with the parents/guardian to complete a medical plan/form. This needs to occur before the child starts care or as soon as the centre becomes aware of the conditions.

When medical & anaphylactic plans are in place all staff, students and volunteers must read each plan and will be required to sign off that they have read and understand the plan in place for each child with one. A copy will be posted in the designated areas within the centre where the child could go.

VISITORS

Parent/guardians are welcome to visit the Centre at any time. Relatives and friends are welcome to visit with parental/guardian permission and must be scheduled in advance. If an emergency contact person is picking up a child with the parent or guardian permission, they must present photo I.D. to either the office staff or Educator of the child who is being pick up and the name on the photo I.D. must match the person the parent/guardian said is coming to pick up. Any visitor that visits on a semi or consistent basis could be subject to obtain a VSC and follow WITDA's orientation protocol to continue.

All visitors to the centre must visit the office before entering any of the classrooms. An office staff will help or escort the visitor to the classroom. The daycare reserves the right to deny access to any person other than the parent/guardian.

OPEN HOUSE/SPECIAL PROGRAMS

At various times throughout the year, the centre may hold an open house or have special programs in which the children participate. Families 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 starts 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

Waterloo Infant Toddler Daycare Association follows all Ministry of Education requirements when it comes to young children and their sleep. Under The Ministry of Education's childcare act children are required to rest and or sleep on a bed for a minimum of 1 hour and no more than 2 hours. We know that many parents at times do not want their child to sleep for many different reasons. Under the College of Early Childhood Educators code of ethics, we cannot deny any child the opportunity to sleep if they choose or if they fall asleep on their own. We will work and do our best to work with parents/guardians to limit sleep when we can. We cannot force a child to go to sleep or to stay awake. All children need to rest on a bed during the sleep period. This has to happen so staff members can take a lunch break.

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 from the child's enrolment form that the parent/guardian completes 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 the next child uses it.

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

For Summer Camp children are not required to sleep or rest however we will have beds available if a child feels they need or want to sleep. We will provide a quiet place for them to rest or sleep within the classroom. If they do sleep, we can limit it to short periods up to 1 hour. We will work with the parent/guardian if it becomes an issue.

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. Coach House 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 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:

Cold Months:

Infants can go outside up to -10°C including wind chill.
Toddlers can go outside up to -12°C including wind chill
Preschoolers can go outside up to -15°C including wind chill.

Warmer Months:

Infants can go outside up to +30°C with the humidex,
Toddlers can go outside up to +30°C with the humidex,
Preschoolers can go outside up to +30°C with the humidex,
Summer camp can go outside up to +34°C with the humidex, when on site. For Fieldtrip the cut off is +38°C with the humidex.

WITDA is very fortunate 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 outdoor time, 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 based on the weather conditions. 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. All children go on walks when playground conditions determine that we cannot use them (eg. Too icy, construction happening, etc.) We cannot guarantee that we will be able call parents/guardians if they don't want the child to go on walks, and we are not able to leave a staff behind as ratios need to be maintained.

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, Amos 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 REQUIREMENTS

The Ministry of Education and the Region of Waterloo Public Health requires each child to be immunized with the proper vaccinations for their age. Upon registration parents/guardians will be required to prove their child's immunization before the child can start in the program. Parents/guardians who do not wish their child to have immunizations, will be required to complete a non Immunization form provided by the Region of Waterloo Public Health. Children who are not immunized will have to follow Public Health rules or exclusion if an outbreak occurs during the child's time at WITDA. Note: if a child is excluded due to not being immunized childcare fees will still be required to keep the child's place at the centre.

When your child's has an updated immunization it is the parents/guardians responsibility to update their child's immunization on Digabot. Parent/guardians will have to update their child's updated immunization on the Region of Waterloo Public Health website. <https://www.regionofwaterloo.ca/programs-and-services/public-health/vaccines/report-my-child-s-vaccines/>

ILL CHILD POLICY

As a childcare operator we know that children in childcare will get sick. It is a big part of being in group care. At WITDA we work hard and do our best to keep the germ spread to a minimum. By doing this we need your help as parent/guardians if your child is not feeling well at night or in the morning please do not send them to childcare. Here are a few policies we have that we need to follow when a child is ill that is set out by The Ministry of Education and Public Health.

DO NOT SEND YOUR CHILD TO CARE IF:

If they have a fever of 37.8 C (100 F) or higher.

If they have vomited in the evening, middle of the night or morning.

If they have had diarrhea in the evening, middle of the night or morning.

If they have goop (yellow or green) coming from their eyes

If you are unsure whether your child should come to the centre please call and the office staff will be happy to assist you.

IF YOUR CHILD HAS BEEN DIAGNOSED WITH A COMMUNICABLE ILLNESS:

If they have been diagnosed with pink eye they can not return to care for 24 hours after the first dose of medication.

If they have been diagnosed with strep throat they cannot return to care for 24 hours after the first dose of medication and must be fever free with no pain medication to mask pain or fever.
If they have vomiting or diarrhea they may not return to care for 48 hours after the last bout has occurred.
If they have a fever they are not to return to care for 24 hours after the fever has broke and must not have any pain medication to mask any fever or pain. For other communicable diseases or illnesses please call the centre and an office staff member will be able to help you with the return to care day.

If your child becomes ill while in care, parents/guardians will be contacted to come and pick up their sick child. When the office calls you we will go over when your child will be able to return. We will contact parents/guardians if your child is starting to seem unwell, so you have time to reschedule your day if necessary. 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) they 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 locked up and kept in:

Building 1

In the kitchen's back fridge on the top shelf or
In the multipurpose room in the large toolbox.

Building 2

In the kitchen fridge 1 top shelf
In the kitchen cupboard marked medication

WITDA-KW Bilingual School

In the classroom fridge on the top shelf
In the office area on the black filing cabinet.

WITDA St. John's Summer Camp

In the fridge in the kitchen area on the top shelf
In the office in the back cupboard behind the desk.

Each classroom is equipped with a wooden locked box on the wall that will hold any child's epipen and or essential medication that needs to be readily available for a child with a medical plan. This box is locked and the key is attached to the box and is out of the reach of young children. Other medication(s) will be kept in the locked box in the designated area of each building which is out of the children's reach.

A medication form must be completed in full by the parent/guardian before any medication can be administered to the child. This form is available on Digibot in the Parent Portal and if need be, a staff member can help them to fill it out.

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. For non-prescription items containing medicinal and non medical ingredients such as lip balm or moisturizers a medication form will need to be complete. The form can be found on the Digibot in the Parent Portal.

If a child becomes ill during daycare hours, an office staff will contact the parent(s)/guardian to discuss the necessary steps for the child to go home and or when they are allowed to return. Depending on the illness will determine length of time the child need to be away from care. Some examples are but not limited to:

Fever free for 24 hours without any fever or pain medication

Diarrhea 48 hour after the last bout

Vomiting 48 hours after the last bout

Head lice when all the nits and bugs are removed (This will be checked by the Supervisor before they can stay.)

The supervisor or Director will guide parents/guardians on Public Health and Ministry of Education return policies on sick children return to care.

COMMUNICABLE DISEASES/HEAD LICE

If your child contracts a communicable disease such as 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 Centre as soon as possible. The Supervisor(s) will in turn inform other parents/guardians where necessary. In the case of any questionable disease, 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. WITDA will follow any recommendation, exclusions, or requests that is set out by the Region of Waterloo Public Health in regards to a child or staff member with a communicable disease. Any staff member has the authority and responsibility to refuse to accept a child with any visible signs of a communicable disease-

Head Lice: If your child contracts head lice when at home do not send them to care if we find it while they are at the care they will be-isolated. The parent/guardian will be contacted and must be picked up immediately. The child(ren) may not return until after the shampoo treatment has been completed and all the nits & bugs 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.

SANITARY POLICY, PROCEDURES, AND PRACTICES

Waterloo Infant Toddler Daycare Association follows all health policies set out by the Region of Waterloo Public Health, The Ministry of Education and Ontario Health and Safety Act where it applies to childcare.

Every effort is made to prevent the spread of infection and diseases throughout the centres. These are a few things we do to keep the centre sanitary as possible as you can in group care. These are a few of the procedures we follow on a daily or weekly basis:

- Diaper changing procedures are posted at all diaper changing areas.
- Toys are disinfected daily in the Infant room, and weekly in the Toddler room and bi-weekly in the Preschool rooms.
- Soiled clothes, including underwear, and soiled cloth diapers will not be emptied in the toilet or rinsed. They will be bagged and placed in the child's cubby which is required by the Region of Waterloo Public Health.
- Menus are posted in each classroom and/or in the front hallway within each centre.
- WITDA hires an outside agency to clean the Centre on a daily basis
- WITDA hires outside agencies to fix equipment, do building maintenance, or outdoor repairs when things arise.

In order to provide quality child care, all staff members do their part in maintaining our centre's cleanliness and tidiness. We follow good health hygiene practices (hand washing, toy washing, cleaning washrooms, etc.) to help 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.

DIAPERS / TOILET TRAINING

Parents/Guardians are responsible for providing disposable and or cloth diapers along with a wipeable change pad, diaper wipes and diaper creams. Parents who have their child(ren) in cloth diapers must provide a small container with a lid to keep the soiled diapers in. The container must have a lined bag inside to hold the soiled diapers. All cloth diapers will need to be picked up each night. Educators will notify parents when a child's diaper supply on hand is running low. It is important for parents/guardians to label all your child's clothing, coats, shoes, boots, hats etc. with your child's name.

Please Note: Soiled cloth diapers and underwear will not be emptied or rinsed, but will be bagged and returned to parents/guardians each night. This is in accordance with Public Health guidelines. When children are toilet training, or completely toilet trained, every child must wear underwear. This helps contain any bathroom mishaps while limiting bodily fluids from being spread around the play areas. Once again this is a Public Health guideline.

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.

Please note WITDA does not allow outside potty seats or potty chairs during toilet training. We do not have adequate space for storage.

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 always monitor your child(ren)'s whereabouts. 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 number 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 watch 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.

CHILD LEFT IN A CAR

It has come to our attention that on occasion parents are leaving a child in the car while they come into the centre to drop off another child. Whether the car is lock or unlock young children are never to be left unattended in WITDA's parking lot for any reason. If we see this happening, we will give one warning that it cannot happen again otherwise we are required to contact Children and Family Service.

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 properties 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 suspect 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 always supervise their classroom's children. Any student 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.

WITDA 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 childcare 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 allowed 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 they are 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 highchair, 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 childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- e. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. inflicting any bodily harm on children including making children eat or drink against their will.

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

RESPONSIBILITIES

BOARD OF 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 to 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 childcare 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 AND HIRING POLICY

WITDA is committed to hiring qualified, caring, and professional educators who support our program statement of providing high-quality early learning and care.

Our hiring priority is to employ **Registered Early Childhood Educators (RECEs)** to work in our programs. All RECEs must be registered and in good standing with the College of Early Childhood Educators.

When qualified RECE candidates are not available, WITDA may hire suitable non-RECE educators who demonstrate a strong commitment to obtaining their RECE designation. These educators are expected to work toward certification through the Early Childhood Educator Apprenticeship Program or by completing part-time post-secondary courses.

All staff are required to hold a valid **certificate in standard First Aid and CPR**.

The Director and Lead Supervisor are responsible for recruiting, hiring, and managing staff. The Board of Directors hires the Director. Any significant staffing matters are brought to the Board by the Director.

Positions at WITDA

The Board of Directors hires:

- Director for the Organization

The Director and/or Lead Supervisor hire:

- Supervisors
- Office Manager
- Pedagogical Leader
- Cooks
- Kitchen Assistant
- RECE Educators
- Support and Supply Staff
- Any additional positions approved by the Board of Directors, as required
- Outside agency to clean the centre

All maintenance will be completed by outside agencies who specialize in the area of the item(s) needing repair. They will be hired by the Director and or Lead Supervisor and may or may not be approved by the Board of Directors.

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

DONATIONS AND FUNDRAISING

Waterloo Infant Toddler Daycare Association is a registered charitable organization, and we can accept cash donations. All donations received will be accompanied by a Charitable Donation Receipt at income tax time. Please think of WITDA as you pledge your donation throughout the year. Another option is to include a small donation on your monthly childcare fees.

Here at WITDA we occasionally do fundraising activities and will send campaign info to current, past and other community members to help us raise funds on as needed basis. 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.

DONATION OF TOYS, CLOTHING, AND CRAFT SUPPLIES

The daycare is always in need of toys, children's clothing, and 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 families 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.

WORKDAYS & DONATIONS IN LIEU OF WORKDAYS

Parents are encouraged 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 requested of each family of the Association to participate in at least one hour of maintenance tasks for the benefit of the daycare each year.

Tasks that are completed during these times are washing of children tables, chairs, cubbies, windows, walls and other odd jobs. Outdoors we clean the playgrounds like raking, pulling weeds, and trimming branches etc. For families who cannot help out with our workdays, a donation may be given to WITDA in lieu of attending. The donation will help us to hire services to complete the jobs that were not accomplished during the workdays. A donation receipt will be issued for all donation received.

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

Centre's Website: www.WITDA.com

Building 1 & 2

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

519-746-7510 (Reaches both offices)

Email Address: Info@WITDA.com - All office have access to this email

Director@WITDA.com - Bonnie Aultman Director

Supervisor@WITDA.com - Jessica Forler Lead Supervisor Building 1

SupervisorB2@witda.com - Jennifer Braden Supervisor Building 2

Officemanager@WITDA.com - Cindy Wash Office Manger

WITDA-KW Bilingual School

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

WITDA KWBS phone number is 519-635-0585. (Note this is the number reaches the classroom as well as the Supervisor) If no answer please call 519-746-7510 and they will be able to help you.

Email Address: Info@WITDA.com - All office have access to this email

Director@WITDA.com - Bonnie Aultman Director

SupervisorKWBS.WITDA@gmail.com -Kim Bartlett Supervisor

Supervisor@WITDA.com - Jessica Forler Lead Supervisor Building 1

Officemanager@WITDA.com - Cindy Wash Office Manger

WITDA St. John's Summer Camp

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

Phone number is 519-635-0585 (Note this number reaches the Supervisor) If no answer please call 519-746-7510 and they will be able to help you. Available during July and August.

Email Address: Info@WITDA.com - All office have access to this email
Director@WITDA.com - Bonnie Aultman Director
SupervisorKWBS.WITDA@gmail.com -Kim Bartlett Supervisor
Supervisor@WITDA.com - Jessica Forler Lead Supervisor
Officemanger@WITDA.com - Cindy Wash Office Manger

Office staff do their best to reply to email as quickly as possible. Understandably it takes us a while to get back to people. Please remember the children and running of the centre come first before responding to emails.

CLOSING REMARKS

We would like to thank all the families 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, and 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, they are more than happy to help you with any issue large or small.

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