

Next to Mom Inc. Child Care and School Age Programs



Parent Handbook

(It is the understanding of Next to Mom Inc. that where “parent” is used, it also means guardian or respective designate)

Next to Mom Inc. Child Care & School Age Programs

231 College Street

P.O. Box 249

Belmont, Ontario

N0L 1B0

Phone: (519) 644-0201 Fax: 519-644-1494

Updated September 7, 2017

Welcome

Thank you for considering placing your child in one of Next to Mom Inc. programs. Next to Mom Inc. is fully licensed to offer quality care to a total of 117 children in accordance with guidelines set out in the Child Care Early Years Act (hereafter known as CCEYA)

Our goal is to provide a loving and caring atmosphere where children will feel comfortable and secure, just like at home.

Together with parents, we hope to help children develop feelings of trust, friendship, self-confidence, respect, and responsibility. In addition, we will support them as they explore and acquire new skills.

We will:

- ✓ Offer activities that will stimulate curiosity, initiative, and independence.
- ✓ Help enhance children's self esteem and decision making capabilities.
- ✓ Promote interaction with respect for others.
- ✓ Encourage growth in all five areas of development (social, emotional, physical, creative and intellectual).

Above all, we feel that all children deserve a safe place to go to learn and play. We hope that your child will feel as safe and secure as possible, knowing that we are the next best thing to mom!

All Next to Mom Inc. staff members are fully qualified, having their Early Childhood Education Diploma or agreed upon equivalent. All staff have current first aid and CPR training. Before commencing employment, all potential staff members are required to have a vulnerable persons screening check as well as a police records check completed.

Registration is required for all Next to Mom Inc. Programs

Full Day Programs Offered

Full Day Programs offered at 231 College Street:

All full day programs run from 7:00 a.m. through 5:30 p.m.
If you require alternate hours, please speak to the Director or a Supervisor.

The Pond

This program is offered to 9 infants, from birth through 18 months. Three staff members supervise this room. Two children in the Pond may move to the toddler room at 16 mos. of age if required.

The Farm Yard

This program is offered to 10 toddlers, ages 18 months through 30 months. Two staff members supervise this room. Two children may be between 16 mos. and 18 mos.

The Sea

This program is offered to 9 children ages 18 months of age through 30 months of age. Two staff members supervise this room.

The Zoo

This program is offered to 16 preschoolers, ages 31 months to 5 years of age. Three of these children may be between 24 and 31 months old. Two staff members supervise this room.

The Garden

This program is offered to 16 children ages 31 months of age through 6 years of age. Two staff members supervise this room.

The Jungle

This program is offered to 8 children who are 31 months of age through 6 years of age. One staff member supervises this room.

All of the above programs are offered on a part time basis if space permits. Minimum of 2 days per week required for all rooms.

School Age Programs Offered

Before School

This program offers two rooms of programming. One room for up to 19 children from 3.8 years of age through 6 years of age, and another room for up to 30 children from 6 years of age through 12 years of age. Up to 6 children in the group of 30 may be of the younger age grouping. This program is offered each morning of the school year from 7 a.m. through to bus pick up; approximately 8:25 a.m. A total of four staff members supervise these two rooms.

After School

This program is offered in the same rooms as above and has the same age groupings. This program is offered each afternoon of the school year from bus drop off; approximately 3:55 p.m. until 5:30 p.m. A total of four staff members supervise these two rooms.

Other School Age Programs:

The school age programs are offered on the following days when school is not in session:

- PD Days
- Inclement Weather Days
- March Break
- Winter Break
- Summer Holidays

Parents will need to sign a contract for required days to ensure care. If spaces are still available, they will be offered to community children not currently enrolled in school age programs.

Philosophy

We believe each child is a unique individual. Each child and their family will be treated with respect and dignity.

We believe all children deserve a fun, safe, respectful, and welcoming place to spend their day away from home.

We believe early childhood is a time of fun, exploration and discovery. Our programming will encourage all areas of development through developmentally appropriate play and small group activities.

Mission Statement

We will:

- Provide a welcoming, warm, caring, nurturing and respectful playing and learning space for all children.
- Provide a place that promotes responsive, respectful, and inclusive exchanges with families.
- Live and teach children that they are worth our time and energy; they will not be treated anyway in which we do not wish to be treated; if it works and both our dignities are intact and we are happy ~ then do it. Have fun.
- Provide a developmentally appropriate curriculum that will support each child's experiences socially, physically, intellectually, creatively, and emotionally.
- Acknowledge children's feelings, provide options, and allow children to express their feelings so that we may create options to problems together.
- Ensure that each child receives a hug, a smile, and a laugh each day.
- Try to ensure that each child does not lose their optimism, their reticence to ask "why?" or their ability to be "wowed" by things in their daily life.

Program Statement

Next to Mom has created a document that entails what our program offers and how we strive to meet the goals set out in our program statement. A copy of our program statement is at the end of this parent handbook as an addendum.

Program Operation

Next to Mom Inc. is owned by Laura and Paul Morris. It is licensed in accordance with CCEYA standards. Each year re-licensing is conducted at Next to Mom. Our Program Advisor with Ministry of Education completes licensing.

The Centre is open daily from 7:00 a.m. through 5:30 p.m. Monday through Friday. The licensed capacity for full day programs is 68 children ages birth through 6 years of age. Our license also

allows for 49 children enrolled in the school age programs which can operate for full days when school is not in session. The maximum amount of children allowed in our programs is 117.

License Inspections

License inspections occur annually on or around the date of issue on the current license. At the time of inspection, the CCEYA Program Advisor will observe each room and speak with staff and potentially children. The Advisor will review files, attendance records, read postings, log books, review inspections and ensure we are following the CCEYA throughout the year.

At the completion of the visit, the Advisor will review the findings with the Centre Supervisors who will sign the Summary of Day Nursery Licensing Form.

When the updated license package has been received, the license will be posted inside the front entrance above the office window. At the same time, a summary of the findings will be posted and you will receive a copy of this summary. All new families will receive this summary upon enrolment. If you would like to review any part of this summary, please speak with Laura Morris.

Also, in order to renew our license, all fire extinguishers and emergency lighting are checked monthly and inspected by a Fire Official yearly. In addition, the Health Unit conducts quarterly inspections of the kitchen and yearly inspections of Centre Procedures and Policies and room practices. Outdoor play equipment is also inspected yearly by a certified inspector.

Program Development

Next to Mom Inc. programs have been developed with the safety, security, age, and developmental ability of the children in mind. We realize that all children learn at different ages and stages and respect this difference.

Most Next to Mom Inc. programming is based on play-based learning or emergent curriculum. We take into account what the children are interested in learning about, and offer them knowledge and hands on tasks regarding this topic.

All programming will incorporate activities that allow for dramatic play, physical play, rest, reading, music appreciation, creative expression, outdoor play, social interaction and FUN. Formal religious teachings will not be included in programming. We will encourage children to learn about and respect other cultures and celebrations.

Field Trips / Off Premises Activities

Classrooms occasionally will travel off the property for excursions such as walks around the block and or community. The main road will not be crossed on any outing. Typical excursions are to the pond or splash pad. Upon enrollment, parents are asked to sign a consent form indicating their awareness of neighbourhood walks and or excursions.

If classes are to travel to any other location, it will be deemed a field trip. A permission form authorizing the trip, destination, departure and return times as well as any other pertinent information will be recorded. Children will not be permitted to attend any field trip without the consent of a parent.

For any field trip, additional staff will be brought in so groups of children do not exceed 6 children per staff member. Parents are welcome to attend any field trip as long as they acquire a criminal reference check complete with vulnerable sector screening before the trip occurs.

Volunteers and Students

Next to Mom has a policy for accepting volunteers and students. Next to Mom occasionally has volunteers and students participate in our program. Students and Volunteers are supervised by a staff member at all times and are not permitted to be alone with a child at any time. Students and Volunteers cannot be counted in the child to staff ratio. The entire policy can be found in the main office.

Program Quality/Feedback

In order to ensure that your child is receiving appropriate programming, a Supervisor designate will:

- Conduct monthly random visits to the classrooms, to ensure that the policies, procedures, and philosophy are followed and to support the employees.
- Review each weekly program planner. These program plans will be posted outside or just inside your child's classroom door.

How to Address a Concern

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact Family and Children's Services of St. Thomas Elgin

519-631-1492 directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Should a staff member be found guilty in a court of law of any form of the following: Neglect, Physical Abuse, Emotional Abuse or Sexual Abuse upon a child, staff member, parent, volunteer or any other professional conducting business in or with Next to Mom Inc. will have their employment immediately terminated.

If an allegation against a staff member regarding any abuses come forward to the Management of Next to Mom Inc. the alleged staff member will be immediately removed from the classroom and not be in direct contact with children or other persons as the case permits. Elgin Family and Children's Services will be called for further direction. If the allegation warrants police involvement, police will be called. Should the incident not warrant police investigation, an internal investigation will be conducted by the Management team.

Upon the completion of the internal investigation, if the allegation(s) is/are deemed to be valid or of a serious enough nature that the Management team agrees termination of the employee is warranted, the employee will be immediately terminated and given severance following Ontario Labor Board policies. Next to Mom will assist as best they can with any external investigation. Ministry of Education Program Advisor will be contacted. The College of Early Childhood Educators may also be contacted if the staff member in question is a Registered Early Childhood Educator.

Investigatory Suspension

For suspected, but unconfirmed allegations of violations of the Centre's policies and/or procedures, the Director and/or Supervisor may initiate an investigatory suspension of the employee. During this time, the employee is suspended without pay. The outcome of an investigatory suspension is generally either full reinstatement (if the employee is found not to be in violation of the policies) or further disciplinary action, up to and including termination of employment.

Suspension

Suspension of an employee may occur at the discretion of the Director and/or Supervisors for specific, major violations of the Centre's policies and/or procedures. Suspension of an employee will not require prior verbal or written disciplinary action.

Termination

Next to Mom Inc. may terminate the employment relationship at any time with or without cause and without notice. Termination is an action which must be approved by the Director and/or Supervisor. Notice of Termination may be written and/or verbal.

Procedure to Address a Concern

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>General.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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

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

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

Contacts:

Laura Morris - Owner / Director

Next to Mom Inc.

519-644-0201

l.morris@nexttomom.ca

Trisha Belanger - Supervisor

Next to Mom Inc.

519-644-0201

Tammy-Lyn Green - Supervisor

Next to Mom Inc.

519-644-0201

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

POLICE/FIRE/AMBULANCE

911

O.P.P.	1-888-310-1122
St. Thomas Elgin General Hospital	519-631-2020
Children's Hospital of Western Ontario	519-685-8484
Poison Control Centre	1-800-268-9017
Tele-Health	1-866-797-0000
Elgin St. Thomas Health Unit	519-633-9900
Elgin Family and Children's Services	519-631-1492
Cox Cabs	519-631-1800
Ministry of Education	519-675-4762 Jenifer Skinner

Emergency Management

Next to Mom has Emergency Management policies and procedures. If an Emergency occurs and it is necessary to leave the building, we will follow the procedures in our policy. Parents will be notified via telephone of the emergency as well as any alterations to the program or pick up / drop off procedures

Nipissing Developmental Screening

In order to support you in your role as a parent and to ensure that your child has mastered skills expected at his/her age, Next to Mom Inc. employees will implement the Nipissing Developmental Screening Tool on your child. A sample checklist can be viewed by asking your child's teacher for a copy. Once the screen is completed on your child, you may receive a copy of the results. (Just ask your child's teacher.) Participation in the developmental screening tool is optional.

Staff Qualifications

At least one staff member in each room will possess an Early Childhood Education diploma, or be otherwise approved by our program advisor. In addition, E.C.E graduates must become a member of the College of Early Childhood Educators. There may also be support staff, placement students, or volunteers working in the Centre.

Please note that when volunteers, and/or students are using Next to Mom as part of their education, they will not be left alone with child(ren) at any time. In addition, they will not be permitted to directly supervise children.

As a requirement of the CCEYA, all staff, students (if applicable) and volunteers must pass a criminal reference check complete with vulnerable sector screening completed by the appropriate police force. In order to meet this legislation, no one under the age of 18 years of age will be a paid employee of Next to Mom.

The College of Early Childhood Educators

Next to Mom strives to employ Early Childhood Educators (ECEs) to provide care, guidance and education to children registered.

The College of Early Childhood Educators regulates Ontario's profession of early childhood education in the public interest.

The College is an organization that works in the interest of the public, of children and of families. It sets registration requirements and ethical and

profession standards for ECEs and ensures member compliance through a complaints and discipline process.

All ECE's must be registered with the College of Early Childhood Educators. You can look up an individual by name to confirm that she or he is registered with the College and verify whether there are any terms, conditions, or limitations on their Certificate of Registration. To search for an RECE, please visit the College's public register at www.college-ece.ca.

Administration

Registration:

All children who attend Next to Mom Inc. programs must be registered. All forms must be filled out in full prior to your child's start date. In addition, a recent copy of your child's immunizations must be submitted.

Child care fees must be paid one week in advance.

If there are changes to any of your child's information, it must be given to the office. This ensures the safety and well being of your child is maintained at all times.

Wait List:

Next to Mom maintains a wait list for each age group offered care. It is the practice of Next to Mom Inc. that we do not charge or collect a fee from parents who wish to place their child(ren) on our Waiting List for admission into any of our Child Care Programs. Once a family has been placed on a Waiting List, Next to Mom Inc. will determine the order in which children on the Waiting List are offered admission based on the following criteria:

1. Date of when they were placed on the Waiting List (on a first come first serve basis);
2. Space availability in the desired room they have requested Child Care for; and

3. Type of Child Care they require (Full Time care is given priority over Part Time care and Flex care).

The Waiting List will be kept in a binder in the office for privacy and confidentiality reasons. The only thing visible on the Waiting List will be the age groups of the children, the children's initials and date of birth for identifying purposes. It will allow Next to Mom Inc. to easily access each child on the Waiting List should a parent ask to see where their child is on the Waiting List. It will further assist Next to Mom Inc. for the purposes of moving a child up to the next age group. Under absolutely **no** circumstances will Parents be allowed to keep a copy of the Waiting List.

When there is a vacancy, the family first on the waiting list will be contacted and will be given a week in which to accept or decline the offer of admission. If after a week, there is no response, the next person on the list will be contacted. Once a parent has accepted the space a \$50.00 enrolment fee will be required. \$30 of this will be credited on the first payment for care.

Age Groupings, Ratio's and Group Sizes:

Group Name	Age Group	Ratio	Size
Infants	Birth to 18 months	1 adult to 3 children	9 children
Toddlers	18 months to 30 months	1 adult to 5 children	19 children
Preschoolers	30 months to 6 years	1 adult to 8 children	40 children
School Age	JK/SK 3.8 - 6 years	1 adult to 10 children	19 children
School Age	6 - 12 years	1 adult to 15 children	30 children

Orientation for New Families:

Before starting in the program:

- One of the supervisors will give you a tour of the Centre, explain the philosophy, policies and procedures that Next to Mom Inc. operates under and introduce you to employees.
- You are encouraged to visit the program with your child prior to the start date.
- Review the parent handbook and ask questions if needed.

Arrival/Departure:

Please ensure that you maintain your child's safety at all times. Children should not be allowed to be in the building without a parents supervision. This includes in the stairwells and hallways.

Please remember to remove your child's as well as your own footwear, prior to entering any classroom.

If your child will not be attending the Centre at their scheduled time, please call prior to 9:00 a.m.

You will be required to bring your child into their designated classroom each day and ensure that the staff member knows your child has arrived. You will also be required to inform the staff member in your child's classroom of their departure. You will be required to initial the time you drop off and pick up your child on the attendance sheet.

To make the transition to the Centre easier for your child when they arrive, please allow sufficient time to attend to your child's needs. This will ensure that your child starts the day in a happy, relaxed manner. It also allows time to share any pertinent information with your child's teacher. Prior to leaving at the end of your child's time at the Centre, please allow enough time for your child to clean up, organize their belongings, as well as allow the staff to relay any information to you.

If someone else other than you will be picking up your child, please notify your child's teacher. Your child will only be released to those persons as listed on their registration form. If a person not on the list arrives to pick up your child, you will be contacted. If the staff member does not know the person, they will be asked to show picture identification.

Suspicion of Impairment:

If a parent arrives to pick up a child, and the staff member perceives the parent to be impaired, they will:

- Suggest alternate transportation if the parent is driving.
- If the parent disagrees, and insists on driving with the child, the staff member is obligated to call the police.
- The staff member will record the incident and inform Laura Morris immediately.

Fees:

Child Care fees are reviewed annually. Two weeks notice will be given for any changes in fees. Please see the current fees at end of handbook.

Full time fees are applicable to children who attend the Centre for four days or more. Part time fees are applicable to children who attend the Centre for a minimum of two days but less than four.

Half day hours for the Pond, Farm, Sea, Garden, and Zoo, are 7:30 a.m. through 12:30 p.m. or 12:30 pm through 5:30 pm or any portion thereof. If care is required outside of these times, a full day fee will be charged. It is a priority for Next to Mom Inc. to accommodate parents who require full time care before those requiring part time care. Therefore, if space is limited, those holding part time positions, whom are not matched with another part time family to create a full time space, may be given the choice of assuming a full time space or giving up their part time position.

In the event that full time is not an option, the child may remain in the part time position for two weeks in order to make other child care arrangements. Every effort will be made by Next to Mom Inc. to match two part time positions to equal one full time spot.

For those who qualify, subsidized fees are available through St. Thomas - Elgin Ontario Works as well as Middlesex County Ontario Works. You are responsible for any difference in funding provided by a third party i.e.: Ontario Works. If after termination of third party care, you require care, you will be required to inform Laura Morris.

Fees will remain constant with no reduction in fees for absenteeism due to illness, weather, vacation days over the allotted "free" days or for Statutory Holidays.

After three months, full time families will receive five (5) vacation days per year in which their daycare fees will be waived if their child(ren) is not in

attendance. Part time families will receive their normal amount of days as vacation days a year in which payment will not be required. Notice must be given for these days and are not available to use when your child is ill.

Payment Policy:

Fees may be paid for by Visa, MasterCard, Amex, Debit, or cheque. Cheques should be made out to Next to Mom Inc. Credit Card payments can be done automatically every Friday or on an as agreed upon schedule. Please see the office for an authorization form.

Fees are to be paid by the Friday prior to which care will be provided.

Any fees paid by cash must be in a sealed envelope with your child's full name on the outside.

Please put all fees via cheque or cash in the wooden locked box in the main office.

Program Staff will not accept any payments. This is to ensure payments do not get misplaced.

Accounts are to be paid in full. Should your account not be paid in full, a reminder notice for payment will be given. After 30 days of non-consecutive payment, care will be terminated. You will be informed of this via letter.

Overdue accounts reaching 45 days past due will receive a letter that their outstanding account has been forwarded to Dixon Commercial Investigators Collection Agency.

Late Fees/NSF Charges:

If you arrive late to pick up your child, a late fee of \$5.00 per child for every increment of 15 minutes or portion there of will be applied. This will be payable on the Friday, of the week the lateness occurred. You will be required to initial the time of pick up on the attendance sheet.

A late fee of \$35.00 per week will be charged for non payment of fees. This is in addition to regular fees.

A \$35.00 fee will be charged in addition to your regular fee in the event of non sufficient funds. After two NSF cheques they will no longer be accepted as payments.

Centre Closing:

If, for any reason, Next to Mom Inc. closes early, you will be contacted to pick up your child as soon as possible. Occasionally, closures are beyond our control i.e. extensive power outages and we have to close the centre. Regular fees apply for centre closing.

The Centre will be closed on the following days:

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

The Centre will close at 3:00 p.m. on Christmas Eve and New Year's Eve.

Change of Care:

Two weeks notice is required for reduction in care or a change in your start date. Requests for an increase in care will only be possible if current enrolment allows. Please see a Supervisor for information on changing care.

Withdrawals:

You will be required to provide two weeks written notice if you plan to withdraw your child from any program. Normal fees will be charged for these two weeks whether your child attends or not. Please ask for a Notice of Withdrawal form from the office and return it once completed.

Should you withdraw your child and wish to return, you may as long as space allows. Realize you'll be required to fill out new forms and will then receive a new date of admission.

If you choose to withdraw your child for the summer, you are not guaranteed a space in September. If applicable, you will be put on the waiting list.

Program Related Info

Behavior Guidance:

Children will be disciplined in a positive manner at a level that is appropriate to their actions and their ages in order to:

- Promote self evaluation and appropriate behaviour
- Ensure health and safety
- Respect the rights and property of others
- Maintain equipment

Prohibited Practices:

In accordance with the CCEYA 2014, Next to Mom will not permit any of the following

- Corporal Punishment which may include but is not limited to, hitting, spanking, slapping, and or pinching.
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will

Methods that will be employed by Next to Mom Inc. include:

- Redirection
- Loss of privilege
- Explanation of consequences
- Explanation of boundaries, limits and expectations
- Determining with a staff member why the chosen behavior is unacceptable and what behaviour choice is acceptable

These behaviour modifications should help children learn appropriate behaviours.

Children are not allowed to:

- Hurt themselves
- Hurt others
- Hurt employees
- Damage or abuse the belongings or property of others.

If there are any on going concerns, or behaviour is extreme, and not age appropriate, the Director and or Supervisor will discuss this with you.

Next to Mom Inc. has established clear, consistent and simple expectations that will attempt to meet the diverse needs of every child. Children who feel liked and cared about are comfortable sharing their feelings. It is our goal

to help all children find appropriate and constructive ways to express theses feelings. In our care, children will learn through positive reinforcement and examples how to solve conflicts with little or no assistance and as a result, develop a positive self image. Setting limits, redirecting and reminders of acceptable behaviour will also be used within the program. As a last resort, children will be given some quiet time, away from other children, then, with a staff member, express their feelings in a comfortable positive manner.

Under no circumstances will corporal punishment of a child be used or accepted. Deliberate, harsh or degrading measures will not be used on any child. Deprivation of a child's basic needs including food, shelter, clothing or bedding is not acceptable and will not be tolerated.

Injury/Incident Reports:

When an injury or incident occurs that involves your child, staff will record the appropriate information on an "incident" report. You will be informed upon picking up your child of the incident and asked to sign the form. A copy will then be given to you.

You will be notified immediately of any serious injury or any head injury no matter how minor it appears.

Fire/Evacuation:

Fire Drills are conducted on a monthly basis. Additionally, once a month, all fire extinguishers and emergency lighting are also inspected and recorded.

In the event of a real fire or evacuation, the Emergency Location is the United Church on College Street. In addition, you will be contacted immediately in order to make arrangements to pick up your child. Should the United Church be unavailable, the secondary location is the HUB building on main street. In order to ensure the safety of the children, we will access the HUB via the back entrance via Union Street Park.

When an Adult other than the Parent comes to pick up a child:

For safety, please inform your child's teacher if someone else will be picking up your child. Your child will only be released to persons listed on their registration form unless you give written or verbal permission. If an adult arrives to pick up your child and his/her name is not on the registration form or permission has not yet been given, you will be contacted. Any adult that is not familiar to the employees will be requested to provide picture identification before any child is released to his/her care.

At times, it may be necessary to have a minor (aged 13-17) pick up your child from the Centre. At such times, please complete a "Consent to Release to a Minor" form which you can obtain from the office.

When the Parents of a Child are Separated or Divorced:

As the custodial parent, it is your responsibility to provide Next to Mom Inc. with a copy of any Court Order that you may have. A copy of the Court Order will be kept in the child's file and noted on your child's information sheet in your child's classroom. Should custody arrangements change, please provide us a copy of the new Court Order.

If the non custodial parent comes to pick up your child, we will contact you and the police immediately.

If we do not have a copy of the Court Order or if there is no Court Order, we cannot legally stop the non custodial parent from taking your child but will make every effort to contact you immediately.

Children's Belongings:

Children should arrive at the Centre in clothes that can be easily played in. As accidents do happen, please send along an extra set of clothing for your child that can remain at the Centre.

You are required to provide diapers, wipes and or creams/powder for your child. Medicated cream (ie cortisone cream) will not be administered without the written consent of a physician.

Children must have 2 sets of footwear to wear at the Centre, one for outdoor play and another for indoor play. When indoors, slippers with a rubber sole are an option. During fire drills, your child will leave the building (even in the winter!).

During the summer months, you will be required to provide sunscreen and a sun hat for your child. If you wish, sunscreen can be purchased for a nominal fee for the summer. A bathing suit, and towel should also be provided as we do have water play activities for the children when the weather is hot.

All extra clothing should be kept in your child's cubby and should be labeled with their name in order to avoid losses and mix ups.

Next to Mom Inc. is not responsible for personal items a child might bring to the program.

Sleep/Rest:

All children will be provided with a period of time after lunch to have a rest or sleep. Should your child not be able to sleep or you wish your child not to sleep, they will be given quiet individual and or group activities such as a board game to occupy the time while other children sleep.

Infants will follow their own schedule for sleep times. While each infant is sleeping, an Infant Sleep Time Log will be completed at 15 minute intervals, at which time staff will physically check to ensure that each child is safe, healthy and breathing.

Subsection 4.13- Sleep Policies and Supervision

Ontario Regulation 137/15 -33.1(1) Every licensee shall ensure that a child who is younger than 12 months who receives child care at a child care centre it operates is placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, unless the child's physician recommends otherwise in writing.

(2) If child care is provided for a child who regularly sleeps at Next to Mom Inc., the licensee will ensure that:

(a) An employee will periodically perform a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours;

(b) There is sufficient light in the sleeping area or room to conduct direct visual checks; and

(c) There are written policies and procedures at the child care centre with respect to sleep, and the policies and procedures, and Next To Mom Inc. will ensure that it will:

(i) Provide that children will be assigned to individual cribs or cots which will be labelled with the child's name in accordance with this regulation,

(ii) Provide that that parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate times, such as at transitions between programs or rooms or upon a parent's request. Next To Mom Inc. will also inform parents during tours of the rooms and centre.

(iii) Provide that parents of children younger than 12 months will be advised of the licensee's obligation under subsection (1),

(iv) Provide that parents of children who regularly sleep at the child care centre or home child care premises will be advised of the centre's or agency's policies and procedures regarding children's sleep,

(v) Provide that the observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep. This will be done verbally or in written format, and

(vi) Include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

At Next to Mom, all direct visual checks performed will require staff to physically go over to the child and will watch for indicators of distress or unusual behaviours. Staff in the Infant room will use individual name tags which will be placed on the sleep room door as a visual indicator of who is in the sleep room. They will perform DVC every 15 minutes and will document these checks by an initial on the sleep room log by the staff performing the check. All other rooms will use a sleep log to document DVC on their children. These checks will require staff to log what time the first child feel asleep and every 30 minutes thereafter until all children are awake. The staff performing the checks will also use their initials to document these DVC on the sleep log. Any children present will be marked as a "Y" and any child not in attendance will be marked as an "N". Any further comments on a child's sleep will be included on the sleep log.

(3) applicable to home Daycare

(4) Every licensee shall ensure that in each child care centre it operates that has a separate area or room for sleeping, there is a system in place to immediately identify which children are present in the area or room.

At Next to Mom, the infant room is the only room that has a separate sleep room and they use individual name tag indicators that are placed on the sleep room door which allows them to immediately identify who is present in the room.

For an up to date recommendation on sleep and sleep practices, on the web please search "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada."

Children's Progression to the Next Age Group:

When a child is moving to the next age grouping, the following steps will be taken:

- You will be given written notice at least 2 weeks in advance
- Any important information about your child will be relayed to their new teacher
- The child's emergency information will be transferred to the new classroom
- We will schedule a visit(s) to the child's new room prior to the start date.
- If you have not already met your child's new teacher, at your request, a time will be set up for you to do so.

Health and Nutrition:

Next to Mom Inc. strives to be a peanut/nut free environment. No outside homemade food may be brought in even for special occasions. Prepackaged, individually sealed food indicating that it is nut free may be brought in only under the authorization from Laura Morris. Children will not be permitted to consume the food at the Centre, but will be placed in their cubby for the parent to determine whether or not their child may consume the food.

If a child has an allergy and is required to bring in food, it must be labeled with that child's name on the container. A form pertaining to the allergy outlining the triggers, what the reaction looks like and what to do should a reaction occur must be filled out by the parent. Should prescription or non-prescription medication be a form of treatment for the allergy, a physician must fill out a form authorizing the medication as well as when to administer the medication. This includes inhalers.

Should your child require alternate foods or restrictions, you will be asked to sign an "alternate food / preference consent form".

School Age Programs on the top floor are also peanut/nut free. Children are required to bring a bagged lunch during full day programming and lunches will be checked to ensure they are peanut/nut free as well as for nutritional content. Lunches brought in should follow the Canada Food Guide. School age programs are provided morning and afternoon snacks.

If your child has an anaphylactic allergy, the parent and the child's doctor will need to give additional information and provide an emergency plan in case of an anaphylactic emergency. All staff will be made aware of this plan and will be required to sign off on it indicating that they understand the plan. In

addition, a posting will be placed in any room that the child may attend throughout the day.

Should your child have a medical condition that requires medication to be given at the Centre, a safety plan must be developed in consultation with the child's parent, physician and Next to Mom Supervisor. The plan must be signed by the above mentioned people. All staff will be made aware of this plan. In addition, a posting will be placed in any room that the child may attend throughout the day.

A certified food handler prepares food. The menu is planned in accordance with the Canada Food Guide and is on a four week rotation, which cycles twice a year. Your child will be offered a mid morning snack, lunch, and a mid-afternoon snack. Should you want a copy of the menu, please ask the office. Additionally, the current week and the following week's menu is posted inside the front door. Any alterations to the menu will be posted monthly beside the menu.

Gum is not allowed to be brought in the centre.

Canada's Food Guide can be accessed online via www.healthcanada.gc.ca/foodguide

Infant Food Under One Year of Age:

Infants under one year of age will be fed according to the written instructions of the parent. A child over one year of age will be fed in accordance with the posted menu unless otherwise instructed in writing by a parent.

You must supply all foods for your infant while he/she is eating only pureed foods, baby formula, and/or infant cereal. While your infant is using bottles, you will be required to bring filled bottles of premixed formula. Homo milk will be provided.

Once your infant no longer requires pureed food and/or formula, table foods and whole milk in sipper cups will be provided by the Centre.

Daily Health Observations:

Observations are made of each child upon their arrival and throughout the day in order to ensure there are no health concerns.

In order to comply with the *CCEYA*, your child is required to spend time outside each day (2 hours minimum weather permitting, 1 hour in the morning and 1 hour in the afternoon) Please ensure that your child is dressed appropriately for the weather. If your child is too ill to go outside, or participate in programming, please keep them at home.

Reporting Child Abuse and Neglect:

Ontario's *Child and Families Services Act* clearly states that members of the public, including professionals who work with children, have an obligation to report promptly to a children's aid society if they suspect that a child is or may be in need of protection.

Communicable Disease/Contagions:

If your child becomes ill while at the *Centre*, you will be notified immediately in order to make arrangements for them to go home. If your child is deemed to have a communicable illness, they cannot return to the *Centre* until the illness has passed.

In some cases, a doctor's note may be required before your child can return to the *Centre*.

Should your child be sent home, a copy of the early dismissal form will be provided to you which will outline steps to take previous to re-admission into the program.

Next to Mom Inc. will report any diseases to the Health Unit if required as listed on "A Guide to Common Infections".

While waiting for your arrival, your child may be isolated from the other children. Laura Morris or designate, will supervise them in the main office.

Your child will be deemed to be too ill to stay at the centre if they exhibit more than one of the following:

Diarrhea:

If your child has one episode of diarrhea but otherwise feels well (no fever, no pain), he/she will be monitored for signs of illness for the remainder of the day.

Parents will be notified of this incident at the child's time of pick up.

If more than one episode occurs during the same day, you will be contacted immediately in order to make arrangements to take your child home. Your child may return to the centre 24 hours after the last episode of diarrhea without the aid of medication. Next to Mom Inc. requests your child remains home until stools are normal.

Vomiting:

If your child has one episode of vomiting but otherwise feels well (no fever, diarrhea, no pain), your child will be monitored for signs of illness for the remainder of the day. Parents will be notified of this incident at the child's time of pick up.

If more than one episode of vomiting occurs during the same day, you will be contacted immediately in order to make arrangements to take your child home. Your child may return to the centre 24 hours after the last episode of vomiting without the aid of medication. Next to Mom Inc. requests that your child remain home until he/she is well enough to participate fully in the program.

Fevers

- If your child is fevered at or above 101.3 degrees F, you will be contacted in order to pick up your child. While waiting for your arrival, all measures to reduce the fever will be taken i.e. a cold cloth will be placed on their forehead, offering a freezie, or removing layers of clothing. They may return as long as they can participate fully in the program without fever reducing medication.

Eye Irritations

- If your child has signs of conjunctivitis (Pink Eye) i.e. goopy green/yellow discharge coming from the eye, redness, or is rubbing their

eyes more than normal and can not seem to function in the program due to the irritation, you will be asked to come and pick up your child.

- If you choose to visit a physician and he/she determines your child does not have pink eye they may return to the center that day as long as he/she can participate in the program and you provide a note from the physician indicating a diagnosis.
- If you choose to treat the irritation at home with over the counter medication we cannot treat the irritation at the center without a doctor's note. The child must be 24 hour symptom free before returning to the centre.
- If the physician determines your child does have conjunctivitis he/she must be on antibiotics for 24 hours before returning to the centre.

Communicable Disease Exclusion Guidelines for Next to Mom Inc. as relayed by the St. Thomas Elgin Health Unit.

Disease	Exclusion Period
Chicken Pox	Until all lesions are crusted (about 5 days)
Head Lice	Until treated and ALL nits are removed
Impetigo	24 hours from start of antibiotic treatment
Influenza	Until symptom free or until 7 days after onset
Measles	4 days from onset of rash
Meningitis	Until fully recovered
Mumps	9 days from onset of swelling
Pink Eye	24 hours from start of antibiotic treatment
Rash with Fever	Until rash and fever are gone, or a physician determines it is non communicable
Ringworm	Until treatment started
Rubella	7 days from onset of rash
Scabies	24 hours from start of treatment
Scarlet Fever / Strep Throat	24 hours from start of antibiotic treatment
Vomiting and Diarrhea	Until 24 hours after last episode of vomiting or diarrhea

Shingles	If rash cannot be covered exclude until vesicles become dry; if the rash can be covered then no exclusion is necessary.
Whooping Cough	21 days from onset of paroxysmal cough, or 5 days after start of antibiotic treatment.

No exclusion necessary unless child is not feeling well enough to participate in the program for the following:

- Colds
- Fifth Disease
- Hand, Foot and Mouth Disease
- Mononucleosis

The following communicable diseases must be reported to the Health Unit:

- Chicken Pox
- Measles
- Meningitis
- Mumps
- Whooping cough
- Rubella

Medication

All wet medication is kept in a locked box in the refrigerator in the office. All dry medication is placed in a locked box in the office.

A Supervisor must be given all medication directly and will dispense medication.

Supervisors will only give prescription medication if parents have:

- Completed a Medication Authorization Form. If this is a new medication for your child, you must give the first dose at home in order to monitor for any side effects.
- Kept the medication in the original container, labeled with your child's name, date, name of medication, instructions for storage and administration of the drug.

- Non prescription medication i.e. Acetaminophen, Pediasure, Tylenol, or teething medications, will not be administered by the Centre unless it is accompanied by a doctor's note with detailed instructions.
- Homemade herbal medications will not be administered at any time. Non-medicated diaper creams or Vaseline can be applied by the Centre employees when necessary, with parental consent.

Prescribed oral medication will not be given in food or drink, as it is difficult to tell if your child has consumed the entire dose.

Should a child require Epinephrine (i.e. Epi Pen) it will be with the group at all times and all employees are trained to administer the epinephrine.

Should you request the administration of ongoing medication, a parents and their physician must review the medication form for accuracy every six months.

Serious Occurrence Posting:

If a serious occurrence occurs in the Centre, a notice informing parents of the serious occurrence will be posted by the license inside the front door.

Smoking:

Next to Mom is a smoke free environment. Smoking is not permitted in the Centre or on any part of the property.

ADDENDUM

Program Statement

Next to Mom believes each child is a unique individual and that they are competent, capable, curious and rich in potential.

Our program statement is will reflect and be consistent with the Ministry of Education's current research on Programming and Pedagogy. The document that will be used most often for this will be the Ministry of Education's How does Learning Happen?

Each child and their family will be treated with respect and dignity. We believe all children deserve a fun, safe, respectful and welcoming place to spend their day away from home. We believe early childhood is a time of fun, exploration and discovery. Our programming will encourage all areas of development through developmentally appropriate play and small group activity.

Next to Mom will continue to build and nurture relationships with the Community, children, families and Community Partners by:

- ❖ Providing a welcoming, warm, caring, nurturing and respectful playing and learning space for all children.
- ❖ Provide a place that promotes responsive, respectful, and inclusive exchanges with families and community partners.
- ❖ Continue to have high standards for quality in all aspects of our programming ensuring that staff with present as professional and honest in all interactions.
- ❖ Live and teach children that they are worth our time and energy, they will not be treated any way in which we do not

- wish to be treated, if it works and everyone's dignity is intact and we are all happy- then lets do it and have fun.
- ❖ Provide a developmentally appropriate curriculum that will support each child's experiences in accordance with the Ministry of Education's Initiative of How does Learning Happen.
 - ❖ Acknowledge children's feelings, provide solutions, and allow children to express their feelings so that we may create options to problems together.
 - ❖ Ensure that each child receives a hug, a smile, and a laugh each day.
 - ❖ Try to ensure that each child does not lose their optimism, their reticence to ask "why?" or their ability to be "wowed" by things in their daily life.

Health, Safety, Nutrition and Well-Being

The health, safety, nutritional intake and general well-being of children in our care is very important to us. On a daily basis we will encourage and teach children to develop and nurture a sense of all of these.

Staff

Our food handler (cook), Supervisors and some staff have their food handlers safety certificate via a course taken with the Elgin-St. Thomas Public Health Unit. In addition, all menus are prepared with the Canada's food guide in mind and are approved by a Registered Dietitian with the Elgin-St. Thomas Public Health Unit. At lunch time, staff are expected to sit with the children and model good eating habits. Although children are not made to eat foods they don't want, they are encouraged to try a little bit of everything being served in order to try new items. When age appropriate and depending on the dish being served, children are encouraged to pour their own milk and serve themselves.

Each member of our staff team have current first aid and CPR certificates. These must be obtained prior to employment. In addition to this, staff members are required to have a criminal records check complete with vulnerable sector search.

Any staff member with an Early Childhood Education (ECE) Diploma who wishes to carry the title of an ECE must be registered with the College of Early Childhood Educators and must follow the Code of Conduct that governs and RECE.

Supporting Positive and Responsive Interactions Among the Children, Parents, Child Care Providers and Staff.

It is our goal to cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

Encourage the Children to Interact and Communicate in a Positive Way and Support their Ability to Self-Regulate.

We believe each child is a unique individual who will be respected in a nurturing environment in which they feel at ease to share feelings, struggles and solutions. Initially they may require assistance to calm, however if we give them the necessary tools, they may learn to self soothe and then move on with their day.

Foster the Children's Exploration, Play and Inquiry.

We believe that each child is competent and capable of many things. Sometimes they do not get the exposure needed to learn and participate in new learning experiences. Each day we strive to have children do a new activity or have a new thought or experience.

Through play and inquiry, young children practise ways of learning and interacting with the work around them that they will apply throughout their lives. Problem solving and critical thinking, communication and collaboration, creativity and imagination, initiative and citizenship are all capacities vital for success throughout school and beyond (HDLH p15)

Provide Child-initiated and Adult Supported Experiences.

Children are always encouraged to express themselves in a positive manner. If staff members feel the need to intervene in a situation, they will do so in a manner that is solution based and not to punish a child.

Plan for and Create Positive Learning Environments and Experiences in which each Child's Learning and Development will be Supported.

Each staff member will ensure that the children in their rooms are exposed to age and developmentally appropriate activities and toys. There will be a wide variety of activities and materials present. If a child requires extra assistance in meeting developmental milestones, we offer inclusive programming and may ask for assistance from an outside Community Resource such as All Kids Belong, Tyke Talk, and or Thames Valley Children's Centre. In addition, we will strive to meet any cultural needs new families may have.

Incorporate Indoor and Outdoor Play as well as Active Play, Rest and Quiet Time into the Day and give Consideration to the Individual Needs of the Children Receiving Child Care.

Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences - especially when the spaces contain interesting and complex open-ended materials that children can use in many ways. (HDLH, 20)

Being outdoors is good for expending energy, gross motor development and general health. It contributes to mental, physical, emotional and spiritual health and well-being. Children are required to go outside for 2 hours a day weather permitting. Typically we go outside 1 hour in the morning and 1 hour in the afternoon. On days when children are not able to go outside, other gross motor activities will be completed inside. Whether the child

is indoors or outdoors, there is always space available for the child to have quiet time alone to reflect, read a book, or just be still!

Foster the Engagement of and Ongoing Communication with Parents about the Program and their Children.

We strive to keep the lines of communication open with parents regarding their children and the program. This may include verbal or written reports.

Involve Local Community Partners and Allow those Partners to Support the Children, their Families and Staff.

Whenever possible, our goal is to have the children engaged in as many Community activities as possible with as many Community Partners as possible. This may include walks to various parks, pond, river, trails, splash pad, library, fire hall and many more.

Support Staff, or Others who Interact with the Children at a Child Care Centre in Relation to Continuous Professional Learning.

It is an expectation that all permanent Part-time and Full -time staff members participate in professional Learning experiences throughout the calendar year. Currently, staff are expected to participate in at least 6 hours of Professional Learning that covers at least 2 different topics.

Document and Review the Impact of the Strategies Set out in the Previous titles on Children and their Families.

All Staff members employed by Next to Mom as well as students and volunteers will review and indicate via signature that they have read the program statement and understand it prior to working in any Next to Mom programs. Staff, Students and Volunteers will be expected to review the Program Statement annually and whenever changes occur.

A Supervisor will document and record any feedback from parents and children to ensure strategies included in our program statement are being met. Children will be asked on an informal basis and their answered documented.

In order to meet the needs of the parents, once a year, parents will be encouraged to complete our parent survey that will be provided anonymously via survey monkey or another comparable website. A hard copy will also be available should a parent not wish to complete the survey electronically.

Implementation Policy

It is our intention to have every staff member start abiding by the Program Statement as soon as they have read and understood it. It is up to the staff member to inform a Supervisor to seek clarification. During their orientation day, new staff members will read and acknowledge they have read the program statement.