

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

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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 home!

Each room at Next to Mom Inc. has at least one fully qualified staff that has received their diploma in Early Childhood Education. All staff have current first aid and CPR training. Before commencing employment, all potential staff members are required to have a vulnerable sector check as well as a police records check completed.

Registration is required for all Next to Mom Inc. Programs

Full Day Programs Offered

All full day programs run from 7:00 a.m. through 5:30 p.m.
If you require alternate hours, please speak to a member of the
management team.

The Pond / Infant

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 early if required.

The Farm / Toddler

This program is offered to 10 toddlers, ages 18 months through 30 months. Two staff members supervise this room. Two children may be of younger age group.

The Sea / Toddler

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

The Jungle / Preschool

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

The Zoo / Preschool

This program is offered to 16 preschoolers, ages 31 months to 6 years of age. Three of these children may be of the younger age group. Two staff members supervise this room.

The Garden/Preschool

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

All full day 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, based on ratio requirements.

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 based on ratio requirements

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

Program Statement

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

Our program statement will reflect and be consistent with the Ministry of Education's current research on Programming and Pedagogy.

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.

Mission Statement: 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 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? Experienced in the four foundations of Belonging, Engagement, Expression and Well-Being will ensure optimal learning and development.
- ❖ 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 ability to ask "why?" or their ability to be "wowed" by things in their daily life.

In compliance with Section 48 of the Child Care and Early Years Act, Next to Mom will ensure it follows the expectations for *Prohibited Practices*. The regulation states:

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

(a) corporal punishment of the child;

- (b) 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;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or 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;
- (d) 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;
- (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.

A) 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 Next to Mom strives to encourage and teach children to develop and nurture a sense of all of these.

Next to Mom will provide engaging quiet and physical activities and have proper nutrition to fuel these activities. Staff will allow the children to engage in

activities in which they feel comfortable and /or can take risks if they choose.

B) Support Positive and Responsive Interactions among the Children, Parents, Child Care Providers and Staff

Next to Mom will strive to cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults and the world around them.

Previous to enrollment, families are given a tour and an opportunity to answer any questions. Once enrolled, children may visit the room if parents wish. Each classroom has an open door policy and parents are welcome to enter to make observations and communicate with staff members. Staff members will greet parents and children at drop off and pick up. Staff are encouraged to utilize businesses and various community organizations and locations for field trips.

C) Encourage the Children to Interact and Communicate in a Positive way and Support their ability to self-regulate

Next to Mom strives to recognize each child as 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 given the necessary tools, children will learn to self soothe and move on with their day.

Parents are encouraged to bring a blanket, soother or special item that can bring comfort to their child in stressful situations. In stressful situations, staff members will assist the child to self-regulate with a variety of options from which to choose. When a child is able to stay calm and focused, they are better able to get their needs met as well as recognize the effect their actions on other children.

D) Foster the Children's Exploration, Play and Enquiry:

Next to Mom strives to teach children that they are capable and competent of many things. Each day staff members try to introduce children to a new activity, thought or experience.

E) Provide Child-Initiated and Adult-Supported Experiences:

Staff members will encourage questions from children and come up with possible solutions to the question together. Based on observations, staff members will offer new activities to the children that challenge and sparks questions, curiosity and learning. Children are encouraged to choose their own learning materials in which to interact with.

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

Staff members will ensure that the children in their room are exposed to age and/or developmentally appropriate activities and toys. 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 Merrymount, Tyke Talk, and or Thames Valley Children's Services.

G) 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.

Next to Mom provides a balance of indoor and outdoor play as well as quiet and active play. At Next to Mom, we strive to give children many choices and activities in which to investigate, think, create, solve problems, and bring meaning to the activity.

Children are provided with at least 2 hours daily of outdoor activity. Typically this occurs 1 hour in the morning and 1 hour in the afternoon. Time may be longer or shorted dependent on the weather. After lunch, the Toddler and Preschool rooms are provided a rest or quiet time up to 2 hours. Children in the Infant room are provided rest as requested by the parent. Throughout the day if needed, children are welcome to spend quiet time in any area of the classroom or yard.

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

Next to Mom Strives to keep the lines of communication open with parents regarding their children and the program.

Each morning, staff members introduce themselves if needed and greet both the parent and child at drop off. This allows the staff member to ask questions about the child's evening and morning. At the end of the day, the parent will be informed of any significant happenings throughout the day that pertains to their child. When activities pertain to various classrooms or to the Child Care

Centre as a whole, memos will be placed on the child's cubby, on the attendance record and or entrance / exit doors. Parents can also check our facebook page. We also have a facebook group for parents only that will have more detailed information than that we would supply to the public. Just ask to join!

I) *Involve Local Community Partners and Allow those Partners to support the Children, their Families and Staff.*

Whenever possible, Next to Mom strives to have children engage in as many community activities and places as possible.

Staff members enjoy taking children for walks around the community. Some destinations that are utilized are the Community Park (pond), Splash Pad and Union Street Park. Trips have also been made to the Library, Fire Hall and Grocery Store. Parents with home based businesses are welcome to provide promotional materials in the office for other parents to take.

J) *Support Staff, or others who interact with the Children at a Child Care Centre in relation to continuous Professional Learning.*

Next to Mom strives to have all full time staff members obtain 6 hours of professional learning each year that involves at least 2 different topics. Professional Learning opportunities that are known to the Management Team are posted in the office. Staff members are welcome to seek other professional learning opportunities as well.

Staff are given a yearly monetary amount to expense professional learning fees. At staff meetings, staff are

encouraged to present materials, ideas or activities that were of interest to them from the learning opportunity. Staff meetings occur at least 4 times a year. Staff members are always encouraged to ask their peers or a member of the Management team for new ideas or if they are unsure of something.

K) Document and review the Impact of the Strategies set out in A) to J) on the children and their families.

Next to Mom strives to ensure staff members, students, and volunteers review the program statement and implementation policy previous to working in any program room. Parents are given a copy of the program statement in the admission package via the parent handbook. In addition, it is accessible on our website.

A member of the Management team conducts both formal and informal observations of staff members to ensure compliance. Feedback from parents, staff, community organizations and outside professionals ensure that this document stays current and meaningful to everyone.

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 for before and after school care. This program can also operate for full

days when school is not in session. All children that attend the school age programs are bussed to schools. The schools currently bussing to are: South Dorchester Public School, Eva Circe Cote, Assumption, Pierre Elliott Trudeau and 2 London Schools. 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 Child Care Licensing Form.

When the updated license package has been received, the license will be posted inside the front entrance above the office window. If you would like to review any part of this summary, please speak with a member of the Management Team.

Also, in order to renew our license, all fire extinguishers, emergency lighting and fire panel is inspected by a Fire Official yearly. In addition, the Health Unit conducts quarterly inspections of the kitchen and yearly inspections of Centre policies, procedures and room practices. Outdoor play equipment is also inspected yearly by a third party 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.

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 unless written permission from a parent is obtained. Typical excursions are to the pond, parks or splash pad. Upon enrollment, parents are asked to sign a consent form indicating their awareness of neighborhood walks and or excursions.

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. Parents will also be asked to read our confidentiality policy and program statement. Parents will not be left alone with any child. First aid kit(s) will accompany staff.

Excursions will be either by walking or by bus. Infants and Toddlers will not participate in any trip where a bus ride is involved. Parents will sign a consent form at least 3 days prior to the trip. Summer Camp contracts will be recognized as consent as the trips are included as part of the contract.

Should you not permit your child to attend the field trip, you will be required to find alternate child care for the duration of the trip unless space is available within the Centre

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. If staff members are not ECE's, we strive to hire individuals with at least 2 years of child care experience.

All staff members must be trained in First Aid and CPR - C and keep this training up to date.

As a requirement of the CCEYA, all staff, must pass a criminal reference check complete with vulnerable sector screening completed by the appropriate police force.

Students and Volunteers

Next to Mom supports community colleges, universities and high schools in the education and placement of their students.

Students and volunteers, over 18 years of age, must provide a criminal reference check prior to starting; they are not counted

in ratios, are supervised by a staff member at all times and are never left alone with any child.

Students and volunteers play a valuable role at Next to Mom as they bring new perspectives, provide extra supervision, allow our staff to be mentors and they may become employees.

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 REECE, please visit the College's public register at www.college-ece.ca.

Program Quality/Feedback

In order to ensure that your child is receiving appropriate programming, a member of the management team will:

- Conduct random visits to the classrooms, to ensure that the policies, procedures, and philosophy are followed and to support the employees.
- Review programming. These program activities will be posted outside of the program rooms.

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 wait list for admission.

Once a family has been placed on a wait list, Next to Mom will determine the order in which children on the wait list are offered admission based on the following criteria after the date they were placed on the list (first come first served):

- ✓ Next to Mom Employees
- ✓ Families Currently Registered at Next to Mom
- ✓ Community Families
- ✓ Space availability in the desired room they have requested Child Care for; and
- ✓ Type of Child Care they require (Full Time care is given priority over Part Time care and Flex care).

If you wish to be added to the waiting list, please go to www.elginchildrensnetwork.ca and provide the following information:

- Family name
- Child(ren)'s name
- Contact information
- Date of birth of child(ren) or expected date of birth
- Requested start date
- Type of care required (full time or part time)

It is important that you keep your account active. You can do this by visiting your account every 30 days or responding to any emails.

The wait list will be kept in a binder in the office for privacy and confidentiality reasons. The only thing visible on the wait 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 to easily access each child on the wait list should a parent ask to see where their child is on the list. It will further assist Next to Mom 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 wait 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.

Families may delay registration or change waitlist information (e.g. contact information) without consequence.

Registration

All children who attend Next to Mom 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 before care can be received. South West Public Health requires that a current record of your child's immunization is on file at Next to Mom. Should you choose not to have your child immunized, a letter from Southwestern Public Health stating that your child is exempt from immunizations is required for your child's file. This form must be notarized. Care will not be offered. You are required to keep us updated when your child has further immunizations.

Deposit of \$50 will be required at the time of registration. \$30 of this will be taken off the first week of care. \$20 will be kept as an administration fee. The entire deposit will be refunded with one month's notice.

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.

Before starting in the program, you are welcome to come on a tour of the Centre, meet teachers, and ask questions.

If you decide to place your child with us, we allow parents to come with their child for an hour to see the program room and meet their specific teacher(s) and other children. Visits to

the program room on their own may be granted if space permits.

It is a priority for Next to Mom 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 to match two part time positions to equal one full time spot.

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.

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 parent's supervision. This includes in the stairwells and hallways.

In an effort to keep the children in our care safe, parents and child/ren, may not open the front door using the automatic door opener. Children do not understand the dangers of running out of the building into the parking area. Allowing children to use the automatic door opener, even when supervised by an adult, is dangerous.

If the automatic door opener is required due to disability, strollers etc. then the adult must operate them. It will be your responsibility to ensure that any other person dropping off or picking up your child/ren is made aware of this policy.

In wet weather, please wipe your feet on the mat at the door. The stairs get slippery and this will help minimize slips and falls. We also encourage you and your children to use the handrails. Prior to entering any classroom, please remember to remove your child's as well as your own footwear. This will help keep feet dry and eliminate slips and falls.

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.

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.

Suspicion of Impairment

If a parent arrives to pick up a child, and the staff member perceives the parent to be impaired by any means, 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 a member of the Management Team immediately.

Fees

Child Care fees are reviewed annually, however may change at any time. Two weeks notice will be given for any changes in fees.

Upon registration you will be required to pay a \$50 fee in order to hold your child's space.

Room	Age	Daily Fee	Total Weekly Fee
Infants	0 – 18 months	50.00	250.00
Toddlers	18 – 30 months	\$42.00	\$210.00
Preschool	2.5 – 6 years	\$40.00	\$200.00
Before School	JK/SK	\$7.00	\$35.00
	Grade 1 & up	\$6.50	\$32.50
After School	JK/SK	\$10.00	\$50.00
	Grade 1 & up	\$9.50	\$47.50
Full days	JK/SK	\$39.00	\$195.00
	Grade 1 & up	\$37.00	\$185.00

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

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

Should your child attend part time, and your predetermined schedule shows that your child would be in regular attendance on a Public Holiday, you will be charged for the day. Example: If your child regularly attends on a Monday, and a Public Holiday is on a Monday, you will be charged for the day.

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.

Document Fees

A fee may apply for completion of forms, reprints of documents and requests for letters for a 3rd party such as, but not limited to, employers for education purposes etc. or for the Canada Revenue Agency

Requests for documentation over and above the typical day to day transactions will be honoured providing:

- ✓ the request has been submitted in writing,
- ✓ a Release of Information form has been completed (if appropriate),
- ✓ the fee for the processing of the request has been paid in advance.
- ✓ Requests for documentation will be addressed within 30 business days.
- ✓ The fee for processing a request for documentation will be determined on a case by case basis. The minimum fee shall be \$25.00.

Subsidized Care

For those who qualify, subsidized fees are available through St. Thomas - Elgin Social Services 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 the office.

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/Debit Card payments can also 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 the week in which care will be provided.

Any fees paid by cash must be in a sealed envelope labelled with the date, your child's full name on the outside as well as the amount of cash inside.

Please bring all payments to the 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 a Collection Agency.

Late Fees/NSF Charges

If you arrive late to pick up your child, a late fee of \$1.00 per child per every minute of lateness will be charged. 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 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. If the Centre closes before care is obtained you will not be charged.

The Centre will be closed on the following days:

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria 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. If either of these days fall on a Monday, we will close.

Withdrawals/Discharge

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.

Behaviour Guidance

Next to Mom 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 these 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.

Methods that will be employed by Next to Mom for behavior guidance include:

- Acknowledgement of positive behaviours
- Clear and realistic expectations
- Limits and boundaries that are developmentally appropriate
- Redirection
- Loss of privilege
- Discussing with a staff member why the chosen behavior is unacceptable and what behaviour choice is acceptable
- Discipline is appropriate to the action
- Once the issue is dealt with it will not continue to further situations
- As a last resort, removal from the situation

If your child shows intentional aggressive behaviour or bullying, you may be called to pick him/her up.

A meeting will be arranged between you, the Educators and a member of the management team if there are ongoing concerns. Suspensions from the program may also be implemented and in extreme situations, removal from the program.

Children are not allowed to:

- hurt themselves
- hurt other children
- hurt employees
- damage or abuse the belongings or property of others including Next to Mom

Sleep/Rest

Infants:

Infants will follow their own schedule for sleep times. While infants are sleeping, Educators will complete an Infant Sleep Time Log, based on direct visual checks of each child at 15 minute intervals.

Infants twelve months of age and younger, are required to be put in the crib, on their backs in a sleep sac and without other blankets or toys. This requirement is enforced by the Ministry of Education as outlined in the "Joint Statement for Safe Sleep: Preventing Infant Deaths in Canada" document.

If you would like altered sleep arrangements different from what is required by law; a detailed letter from your child's physician will be required.

Toddlers and Preschoolers:

A 2 hour time frame will be made available each day for children in the toddler and preschool rooms. During this rest time, Educators are required to complete direct visual checks on each child and complete a Sleep Time Log at 30 minute intervals.

Any child who is unable to sleep during the rest time is not kept on their cot for longer than one hour. Beyond that length of time, a child that remains awake will be provided with a quiet, supervised activity either on their cot or within the room.

Educators will notify you in regards to any changes of sleep habits of your child.

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 report. 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.

Car / Car Seat Safety

You or a guardian is solely responsible for any child in your care. Children cannot be left alone in a vehicle when on Next to Mom property.

All Children must be in a secured car seat (if appropriate) suitable to their age and size.

Failure to adhere to this policy will result in the police and or Children's Aid Society being contacted for the protection of the child.

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 procedure.

Fire/Evacuation

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

In the event of a real fire or evacuation, the Emergency Location is the United Church on College Street. Once there, you will be contacted immediately in order to make arrangements to pick up your child.

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 a labelled 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.

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 rain and snow!).

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.

At times your child may be asked to bring in an item from home. Should any child bring an item that is of a violent nature it will be sent home.

When sending in items from home consider the value of the item as well as the age of the children in the room.

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

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. strives to be a peanut/nut free environment. No outside homemade food may be brought in even for special occasions.

Prepackaged, individually sealed unopened food for special occasions. Products must be peanut free and must not contain any traces of nut products.

******In lieu of food as a special treat, the children would enjoy bubbles, stickers etc******

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. If the food allergy is one that we cannot ensure non-contamination with Centre food, you will be asked to bring in all of your child's food. The daily fee will be discounted to accommodate this.

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

School Age Programs

During the Before and After School Age Program, or when children are in attendance for full days, they will not be permitted to eat from their school lunches.

Bagged Lunches (school age care only)

In order to contribute to the health, well being and safety of your children, Next to Mom requires that lunches be packed for our full-day programs and should meet the following criteria:

- ✓ An insulated lunch bag and freezer pack is used to keep foods safe and cold. Hot foods should be kept in an insulated thermos. We do not have access to a microwave.
- ✓ Your child's lunch bag must be labeled with your child's name.
- ✓ Lunches are not to contain peanuts or nut products or have been produced in a facility that may have come in contact with nuts.
- ✓ At least one serving of fruit or vegetable is provided. Fresh is best but canned fruit in its own juice is acceptable as well.
- ✓ Beverages are either water, white or chocolate milk or fruit juice.
- ✓ Please keep in mind that many pre-packaged treat items have very little nutritional value. We strongly encourage parents to consider this when packing lunches.

Food Preparation / Menu

A certified food handler prepares food. The menu is planned in accordance with the Canada Food Guide and is on a four week rotation. The menu cycles twice a year typically for the Spring/Summer and Fall/Winter. 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.

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 Homo milk in sippy 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. Should there be any health concerns at drop off, staff will ask you about them and you may be asked to have your child seen by a Doctor to determine any risk or contagion.

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.

Illness

If your child becomes ill while at the Centre, and it is within our requirements to be sent home, you will be notified immediately in order to make arrangements. Additionally, your child may be sent home if they are presenting a lethargic nature that restricts them from participating in normal activities.

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

<https://www.swpublichealth.ca/sites/default/files/userfiles/files/Guide%20to%20Childhood%20Infections%202019%20%20Final.pdf>

While waiting for your arrival, your child may be isolated from the other children. A staff member will supervise your child 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 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.

Outbreak

If 3 or more staff or children have episodes of vomiting or diarrhea within a 4 day period, the management team must call Southwest Public Health for direction.

If the Centre is experiencing an outbreak that includes vomit and/or diarrhea, children will be sent home immediately after one bout of diarrhea or vomiting and must remain home until they are symptom free for 48 hours.

Fever

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.

Temperatures will not be taken when a child has just returned from outside or directly upon waking up. Staff will wait 20 - 30 minutes after these activities before taking the child's temperature. It is the policy of Next to Mom that if a staff member takes a child's temperature and it is elevated that a member of the management team will verify the temperature before a parent is called.

Your child may return to the Centre after 24hrs of being fever free, as long as they can participate fully in the program without fever reducing medication.

Children are not permitted to have fever reducing medication and stay at the Centre.

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 cannot 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.

Rash / Blisters / Hives

Children fight infections or irritations in different ways. One of these ways is through a rash. If your child has an undiagnosed rash, has blistered skin (indicative of chicken pox or hand, foot and mouth), or gets hives for an unknown reason, you may be asked to come pick up your child in order to have the rash assessed by a Doctor.

Your child may return to the Centre after there has been a diagnosis. If you do not wish to take your child to the Doctor, the rash, blisters, hives must be totally clear before they are able to return to the Centre.

Ear Infection

If your child is sent home and then diagnosed with an ear infection, they may return to the Centre as long as they have medication prescribed to them.

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

Medication:

All medication that requires cold storage 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, Dr's name and administration instructions of the drug.
- Homemade herbal medications will not be administered at any time.
- All products containing a Drug Identification Number with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer as well as diaper cream that is not used for acute, symptomatic treatment with require a parent's authorization and administration sheet.
- If there is a question about the administration of any medication, a Doctor's note, at your expense, may be requested.

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. All anaphylactic medications will require a form and plan to be filled out and a Dr. to sign off on the plan.

Should you request the administration of ongoing medication, a parent and the child's physician must review the medication form for accuracy every year.

Life Saving Medication

The administration of life saving medication (e.g. epi pen, asthma puffers) will be administered by the closest attending employee or the employee carrying the lifesaving medication. It will only be given when your child shows the signs and symptoms of needing it as your written directions indicate. Lifesaving medications (e.g. epi pens) are carried with the group at all times and all employees are trained to administer such.

Lifesaving medication must be at Next to Mom if your child is in attendance. Your child may not stay at the Centre if we do not have the lifesaving medication.

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. This will be done within 24 hours and will remain posted for 10 business days.

The Serious Occurrence Notification form respects the privacy of the individual involved and will not include the name of the child, the staff name, age, date of birth of the child or the age group or room the child is enrolled in.

Many factors may lead to a serious occurrence. A serious occurrence does not necessarily mean that Next to Mom is out of compliance with licensing requirements or that the children are at risk.

A serious occurrence could be:

- ✓ a death of a child
- ✓ alleged abuse and/or neglect
- ✓ life threatening injury or illness
- ✓ missing or unsupervised child(ren)
- ✓ unplanned disturbance of normal operations

Smoking

In keeping with current legislation, Next to Mom is a smoke-free Workplace. Smoking or holding lighted tobacco, smoking or holding lighted medical or recreational cannabis, vaping, using an electronic cigarette or consuming a prescribed product or substance, in a prescribed manner, in an enclosed workplace, or a child care centre within the meaning of the Child Care and Early Years Act, 2014, is prohibited in or on any part of Next to Mom property.

Staff and Parent Conduct

Our center 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 a member of the Management team.

Workplace Violence and Harassment

In Ontario, the Occupational Health and Safety Act (OHSA) requires employers to assess the risks of workplace violence and develop policies and programs intended to prevent and eliminate violence and harassment in the workplace.

Next to Mom is committed to providing a work environment which is safe and secure and where all workers are treated with respect and dignity. Our workplaces will be free from threats, intimidation and violence and workplace harassment will not be tolerated from any person in the workplace including our customers, managers, supervisors, employees or any other visitor to our workplace.

Workplace harassment means engaging in a course of vexatious (annoying/bothersome) comment or conduct against any employee that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. Workplace sexual harassment means:

1. engaging in a course of vexatious (annoying/bothersome) comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
2. making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Violence:

Violent behaviour of any kind or threats of violence, either implied or direct, are prohibited at Next to Mom including company sponsored events. Such conduct by an employee or member of the public will not be tolerated.

Next to Mom will investigate all real or potential situations of a violent or potentially violent nature, including all reported complaints or any possible violations of this policy of which Next to Mom is made aware. If necessary, Next to Mom will disclose any known risk of violence to employees.

Prohibited Behaviours:

Violence in the workplace may include, but is not limited to the following list of prohibited behaviours directed at or by a co-worker, supervisor or member of the public:

- ✓ Loud, disruptive or angry behaviour or language that is not part of the workenvironment
- ✓ Swearing, yelling, and making insults, slurs or condescending language
- ✓ Direct threats or physical intimidation such as shaking fists, damaging property, throwing objects.

- ✓ Making suggestions or reference to violence
- ✓ Dangerous or threatening horseplay
- ✓ Physical attacks such as pushing, shoving, hitting or kicking.
- ✓ Possession of real or toy weapons of any kind on company property,
- ✓ Physical restraint, confinement
- ✓ Blatant or intentional disregard for the safety or well-being of others
- ✓ Commission of a violent felony or misdemeanor while on company property
- ✓ Or any other act that a reasonable person would perceive as constituting a threat of violence.

Every employee, and member of the public, must work in compliance with this policy and the supporting program. All employees are encouraged to raise any concerns about workplace violence and harassment and to report any violent incidents or threats.

The management of Next to Mom is committed to the prevention of workplace violence and harassment and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our employees from workplace violence and harassment from all sources.

To assist in the implementation of this Policy, employees and others engaged in business with Next to Mom are encouraged to report any incidents of workplace violence or harassment to the management team.

Management will investigate and deal with all such complaints or incidents of workplace violence or harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

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 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).

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 the management team.

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 at childcare_ontario@Ontario.ca or by calling 1-877-510-5333.

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.

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 directly

519-631-1492.

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/childrensaidthereportingabuse/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 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, 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 (F&CS) will be called for further direction. Next to Mom will comply with direction given by F&CS including safety plans. 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.