



Creative Beginnings Childcare Centre

Parent Handbook COVID-19 Addition Version 7

Effective July 2021



A GREAT BEGINNING THAT LASTS A LIFE TIME!!



Dear CBCC Families,

As we continue to operate with COVID -19, we will continue to keep our families in the know. While I know this can be a fearful time since none of us have experienced this before, the teachers and administration at Creative Beginnings Childcare Centre are committed to providing a quality program that is safe, educational, child-friendly, and fun!

While many things will seem different with new procedures in place for safety of all, this will still be an environment that fosters fun and learning. It is our goal to draw out and inspire the best in our students as we provide them with opportunities to create, explore, and learn.

This handbook will lay out the changes as we enter the next phase from this COVID-19 pandemic. This situation is unprecedented and is constantly evolving, so all changes included in this handbook will remain as the “new normal” until further notice. We will make sure that all changes are realistic and feasible for educators, staff and children by following The Public Health Agency of Canada guidelines as well as those put forth by Public Health and Ministry of Education Please be sure to read this and sign and return the last page.

Please feel free to contact me if you have any questions about the policies and procedures that are outlined in this Parent Handbook. They are in place to ensure that Creative Beginning Childcare Centre continues to be a safe and enjoyable place for your family.

Christa O'Connor, RECE
Executive Director
Creative Beginnings Childcare Centre
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WELCOME

We would like to thank you for choosing our centre and welcome you and your child to our program. We hope this handbook answers your questions and provides you with information that will help you to feel comfortable and confident in allowing us to care for your child.

The centre is a nonprofit, charitable organization licensed by the Ministry of Education. The centre operates under a volunteer Board of Directors consisting of parents and other interested community members. Upon registering your child, you become an important member of the centre, not only as an expert in your child's development, but as a valued participant in volunteer activities, fundraising initiatives, or simply as an advocate in the community for the centre and childcare as a whole.

MISSION

Creative Beginnings Childcare Centre (CBCC) is a licensed non-profit charitable organization committed to providing exceptional childcare to the community and the diverse families we serve. We provide a vibrant play-based program for children; which fosters individualism, creativity, socialization, and school readiness. Our knowledgeable, professional team of teachers offers resources to help support children in a fun, nurturing and safe environment.

VALUES

Compassion and love of children
Safe, trusting, fun environment
Respect for and understanding of family diversity
Spontaneous learning
Knowledge and team focus of teachers
Creating community- a sense of belonging
Collaborative effort of staff and parents
Sharing resources

Vision Statement

Our future vision for Creative Beginnings Childcare Centre features a dynamic, growth-oriented organization actively partnered with families, donors, the local communities and government agencies that recognize it as the benchmark for quality childcare-**the** place to be for leading-edge programming, innovative facility design and total commitment to children and their parents.

This vision also includes a flexible operation that values the individual and diverse needs of families, supported by a parent resource centre highlighting contemporary research on childcare issues. A team of professionally trained staff and a dedicated volunteer Board of Directors will accomplish these aspirations: who dare to dream it, create it, and achieve it.

Accessibility Standards for Customer Service

In fulfilling our mission, Creative Beginnings Childcare Centre strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the



same services, in the same place and in a similar way as any other child, family, or staff. CBCC will fulfill the requirements of Ontario Regulation 429/07 – Accessibility Standards for Customer Service. We will use all reasonable efforts to ensure that all policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

Ministry of Education, Child Care and Early Years Act

Creative Beginnings Childcare Centre is licensed by the Ministry of Education. The new Child Care and Early Years Act (CCEYA) came into effect in August 2015, replacing the Day Nursery Act. Along with the new Act, the Ministry included a document outlining the expected philosophical pedagogy for all child care centres in Ontario entitled, "How Does Learning Happen" (HDLH). For more information about the CCEYA or HDLH, please visit www.edu.gov.on.ca/childcare/.

Additional Protocols due to COVID-19

Extra Hygiene Measures and Procedures

Handwashing: As soon as children arrive to the classroom, they will wash their hands properly. Hands will also be washed throughout the day and more frequently with soap and water for at least 20 seconds. Hand sanitizer will be used when soap and water is not available. Sanitizing stations are located throughout our facilities.

Sanitizing/Disinfecting: All hard surfaces will be wiped down throughout the day, before and after use as well as at the end of each day. Any toys that go into a child's mouth will be put into the disinfecting process like usual. All surfaces and toys will be sprayed prior to leaving the room throughout the day. All sensory bins, soft toys, pillows, dress-up clothes will be put away during this phase of opening.

Social distancing: Each class/cohort is considered a "family." Each "family" will social distance from other "families" to assure safety. Children will not need to wear a mask when they are in their "home" (classroom), on the playground during their designated time, or in the bathroom. Classes will not intermix and will be with the same teachers as much as possible. When staff and children leave the classroom, if over 2 years old, they may wear a mask to the best of their ability until they get to their destination. Once they reach their destination, masks will be removed and placed in an individual container/bag.

Masks for children:

Children in infant, toddler and preschool are not required to wear a mask, but may be asked if they are exhibiting symptoms of covid-19 and are two years old or older. If you wish for your child (over the age of 2 years) to wear a mask, speak to the supervisor. Children in JK and up are required to wear a mask inside as per the direction of WRDSB and therefore will be asked to wear them while in extended day programs. Mask should be provided by parents and labelled however, CBCC can provide masks if needed.

Fee and Payment Policy

Creative Beginnings Childcare Centre enforces the following policies and procedures for fees:

Part-time and Full-time fees are automatically deducted on the 1st or 1st and 15th of the month.



All fees are due regardless of sickness, behavioral/disciplinary removal, vacations, weather-related closures or Statutory holidays (including Thanksgiving, Christmas, snow days, and March Break), **emergency-related closings mandated by the Province/local government/Public Health, like a pandemic. If a closure last more than 14 consecutive days, Creative Beginnings will re-evaluate whether to charge fees.**

If you need to terminate your child's enrollment, a 30-day notice is to be given to the Supervisor; otherwise, you will continue to be charged your monthly fees. (No reimbursement of fees will be granted).

Admission/Exclusion due to symptoms of illness

Children who are obviously ill with fever, diarrhea, vomiting, runny nose, puss/oozing eyes, disease or condition (i.e.- ringworm, head lice, chicken pox, measles, mumps, pink eye, fever over 100 degrees, etc.) will not be admitted to the program. It is a danger to other children and staff members at our facility. If you have any doubts about your child's health, please call us at Sir Adam Beck 519-634-4915 or Baden 519-634-5223 to be sure they can attend. If your child appears to be sick or has any of the above while at CBCC, we will notify the parent or guardian immediately, and it is necessary that the child be picked up within one hour of notification.

Please see the Public Health document for more information including steps for failed screening.
<https://www.regionofwaterloo.ca/en/health-and-wellness/resources/Documents/COVID-19-Guidelines-for-Child-Care-Centres-Reopening-SEPT-2020.pdf>

The child may be permitted to return when they are symptom free for 24 hours without aid of fever-reducing medication unless Region of Waterloo Public Health indicates an alternative timeline.

Permission for a child to be administered medicine in the childcare must be approved by the Physician and parent utilizing the Medication form. Medications for maintenance will be administered throughout the day as required. The medication must be given to the Director/Front Desk in its original bottle, which contains the pharmacist's directions. The medication form/log must be signed by the parent at this time and will be kept on file. Children will be given their medication according to the prescription specifications only.

If a child is showing COVID-19 symptoms (ie: fever, cough, shortness of breath) OR if you have been in close contact with a person or child testing positive for COVID- 19, we ask you to keep your child home. They must be isolated for a minimum of 14 days after symptom onset, and 72 hours after their fever resolves without fever-reducing medicines, unless Public Health recommends another course of action.

We ask that all parents and staff let us know of any potential exposure immediately. A potential exposure means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID- 19 for at least 15 minutes. The timeframe for having contact with an individual includes the period of 48 hours before the individual became symptomatic. If there is a positive case of COVID-19 in a child or an adult who has been present in the childcare center, we will inform Ministry of Education and our parents.



Personal Belongings

While in this phase of operation, children may not bring in any personal belongings aside from what is approved. No toys or items from home will be permitted at this time. Sleep blankets are permitted and will be sent home weekly. It is **mandatory** that bedding be laundered before returning to the centre. We ask that you bring your child's belonging in a large Ziploc bag that is clearly labelled. CBCC will sanitize these bags prior to entry.

Arrival and Departure Procedures

Our facility is operational from **7am -6pm**, Monday through Friday. While operating in this phase, drop-off times may take longer to accommodate the screening process. CBCC will have screening tables set up at our childcare main entrance. If you see another family being checked in, please be patient during this time.

Waiting List Policy and Procedure

Thank you for considering Creative Beginnings Childcare Centre. The purpose of this document is to provide basic information regarding our waiting list policies and procedures. Please call the centre of your choice to schedule a tour and make any inquiries you may have. All centre numbers can be found on the website.

Waiting List Policy and Procedures

Name of Child Care Centre: Creative Beginnings Childcare Centre

Date Policy and Procedures Established: 2016

Date Policy and Procedures Updated: May, 2021

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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

Policy

General

- Creative Beginnings Childcare Centre will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.



- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

Each program and site supervisor is responsible for managing the waitlist that pertains to their programs.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via Onelist (through Region of Waterloo). Placing a child on the Waiting List
1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to staff and internal families and then general public from the Onelist waitlist.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email and phone that a space has become available in their requested program.
2. Parents will be provided a timeframe of 24-48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.



Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Drop-Off Procedures/Screening

You will bring your child into our main entrance outside. All parents/guardians **MUST** wear face covers. Our check-in staff will do a screening assessment. You will be asked a series of yes/no questions regarding symptoms and travel. You and your child will get their temperature taken and logged. If it is below 37.8C, and they pass the screening process, one of our educators will take your child to his/her classroom. If you wish to connect with one of your children's educators, please let us know and we can arrange to have one of them meet you at the entrance. We ask that you continue social distance of 2 meters and you wear a mask when less than 2 meters apart.

*****New September** any member of a household who is exhibiting symptoms consistent with COVID-19, will be included in the screening even if they are not dropping off. If ANY household member has a symptom, the child can NOT attend childcare as per the Guidelines from Public Health.***

We ask that the designated drop-off and pick up person not be a "vulnerable" person (older person such as grandparent or person with a serious underlying medical condition).

We are about to pilot an electronic screening program that families will be expected to complete daily online prior to arriving at the centre. Parents/guardians will still need to confirm the screening and have temperatures taken upon arrival.

Pick-Up Procedures

Pick-up times will be similar to drop off. You will meet one of our staff at the front door and they will bring your child to you. If you see another family being helped, please be patient until it is your turn.

Emergency notification



In the event the CBCC will be closed due to unforeseen circumstances, families will be notified by email as provided upon registration.

In the event there is a disruption of service during the day and CBCC programs are required to relocate to an emergency location, families will be notified via email by the supervisor, designate, Executive Director or Office Manager. The email communication will include the relocation name, address and contact information.

Visitors

Visitors will not be permitted at this time. This includes specials guest until further notice. Enhance staff (special needs instructors) will be permitted if they pass screening procedures and follow protocol.

Field Trips/Special Events

There will be no field trips or special events/gatherings at this time.

Parties and Celebrations

Birthdays- If you wish to celebrate your child's birthday at Creative Beginnings Childcare Centre please check with your child's teacher at least one week in advance with what your plans will be for that celebration. The use of candles is prohibited due to safety reasons. **Note: We cannot accept food/treats from home.**

Food

Lunch: lunches are provided by CBCC. **If you have a dietary need, please speak to your supervisor as all outside food requirements must be approved.**

Snack: Morning and afternoon snacks are provided

Food Allergy: **We are a NUT-SAFE facility**, so please do not provide food/drink that contain nuts. If your child has an allergy to any foods, please be sure that it has been indicated in your child's paperwork and put in writing. This should be given to the teacher AND Supervisor. All allergies will be posted in the classroom. Depending on the allergy, some rooms may become completely "nut safe."

Program Statement

Our program statement is an active working document. It will be updated and modified as we learn and grow with our children, our families, and our community. All employees and student/volunteers shall review and sign off on the program statement and implementation policy prior to interacting with children and when the program statement has been modified.

Creative Beginnings recognizes that *children are competent, capable, curious, and rich in potential*. The following statements reflect our current practices of early childhood education.

In conjunction with the Ministry of Education's early childhood pedagogical document, "How Does Learning Happen", our Program Statement is organized around the following "four foundational conditions that are important for children to grow and flourish" (HDLH, p.7). At Creative Beginnings, each



of our locations and/or rooms are encouraged to personalize their experiences. Therefore, the Actions listed may vary slightly from centre to centre.

Belonging – “Every child has a sense of belonging when he or she is connected to others and contributes to their world” (HDLH, p.12).

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Support positive and responsive interactions among the children, parents, child care providers and staff	<ul style="list-style-type: none"> • Create a warm, inviting, and inclusive environment for all • Provide opportunities for children to play and learn together and develop relationships with each other • Foster children’s positive self-esteem 	<ul style="list-style-type: none"> • Greet each child upon arrival with a smile and kind word • Get down to the children’s level when interacting with them • Offer validation (being warm, calm, and responsive) • Ensure a variety of resources are available for children, including resources to promote multiculturalism and inclusion • Encourage family pictures and stories to be brought in and shared • Provide positive interactions with parents when they drop off and pick up their child
Foster the engagement of, and ongoing communication with, parents about the program and their children	<ul style="list-style-type: none"> • Provide parents with regular communication in a variety of formats • Provide opportunities for parents to engage in their child’s learning • Respect and value parents as the primary experts of their child’s well-being and development 	<ul style="list-style-type: none"> • We have an Open Door philosophy; parents are welcome any time (COVID-19 guidelines apply at this time) • Staff engage the children in regularly writing stories about their experiences, which is emailed are posted and/or sent home • Monthly newsletters are sent to parents • Updates, notices, and good news stories are shared with parents via Social Media • Program documentation is available in all rooms for parents to view • Parents are invited to share their ideas, experiences, hobbies, traditions, favourite book, special skills, etc...via interactive parent displays at the centres or in-person presentations • Special events and social activities for families are organized throughout the year (Mother’s Day Tea, annual picnic, Winter Social, etc)
Involve local community partners and allow those	<ul style="list-style-type: none"> • Provide opportunities for children to explore their 	<ul style="list-style-type: none"> • Children participate on field trips and community walks

partners to support the children, their families and staff	<p>community and make connections to the real world</p> <ul style="list-style-type: none"> • Establish connections with local organizations and community members 	<ul style="list-style-type: none"> • Community members are invited to present to the children (Seeds of Empathy, librarian visits, etc) • Shop locally for supplies when possible • Involve children in supporting community initiatives (Christmas hampers, Giving Tree, clothing drives, etc) • Participate as an organization in community events such as CornFest, MoparFest, Santa Clause Parade, etc. • Support co-op students from local universities and colleges by offering supervised placements and mentorship opportunities • Work cooperatively with various agencies such as KW Habilitation and Family and Children's services to provide support and educational workshops to our children, families and staff
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Well-being – “Every child is developing a sense of self, health, and well-being” (HDLH, p. 12), including physical and mental health and wellness, and developing capacities such as self-care, sense of self, and self-regulation.

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Promote the health, safety, nutrition and well-being of the children	<ul style="list-style-type: none"> • Provide well-balanced nutritious meals and snacks in accordance with the Canadian Food Guide • Encourage physical exercise and activities that promote healthy living • Promote self-regulation • Provide a safe environment while still encouraging children to explore their world and develop their interests 	<ul style="list-style-type: none"> • Lunches include at least 4 food groups • Snacks include at least 2 food groups • Provide variety in the menu to include culturally diverse menu items according to our family population • When considering children's allergies, plan similar menu items when possible • Provide a minimum of 2 hours of physical activity opportunities to full day programs, and a minimum of 1 hour during after-school programs • Staff will get to know each individual child to identify and work to proactively minimize

		<p>stressors, and help the child to become self-aware</p> <ul style="list-style-type: none"> • Staff model problem-solving skills with children and help them to identify their feelings, the feelings of other children, and possible solutions • Children are actively supervised throughout the day by qualified staff while meeting or exceeding required staffing ratios • Daily safety checks help to ensure a safe environment
<p>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 care</p>	<ul style="list-style-type: none"> • Provide children with a variety of indoor and outdoor active play • Provide children with rest and quiet times • Provide flexibility in daily scheduling to meet the individual needs of children, within the parameters of space availability and ratio requirements 	<ul style="list-style-type: none"> • Children will spend a minimum of 2 hours per day outside engaging in active play as weather permits • Toys for both gross motor and quieter activities are available inside and out • Provide cots and sheets for quiet rest time <ul style="list-style-type: none"> ◦ Allow children to rest if they are tired ◦ During quiet time, provide alternate quiet activities for those children who are not ready to sleep ◦ Encourage children to bring articles from home to help transition to quiet time (favourite book, snuggly, music, etc) • Staff will monitor children's engagement in activities to determine optimal transition periods

Engagement – “Every child is an active and engaged learner who explores the world with body, mind, and senses” (HDLH, p. 12).

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
<p>Foster the children's exploration, play, and inquiry</p>	<ul style="list-style-type: none"> • Provide a vibrant play-based program for children which fosters 	<ul style="list-style-type: none"> • Provide an open-ended art centre with a variety of materials to encourage individualism and creativity

	<p>individualism, creativity, and socialization</p> <ul style="list-style-type: none"> • Promote a sense of curiosity and discovery in children 	<ul style="list-style-type: none"> • Offer outdoor art activities using natural items • Provide loose parts to encourage imagination and creative play • Provide natural elements (twigs, rocks, shells, plants, etc) to help children explore the natural world • Go on nature walks • Include real items (such as dishes, lamps, glass jars, etc) for children to use
Provide child-initiated and adult-supported experiences	<ul style="list-style-type: none"> • Engage children in active, creative and meaningful exploration and inquiry • Staff will be co-learners with the children 	<ul style="list-style-type: none"> • By engaging in open ended conversation and asking thought-provoking questions to children, staff will develop an understanding of each child's interests, and will provide materials and activities to support those interests • Staff will plan and invite children to participate in a variety of activities (for example, reading stories together, planting a garden, baking cookies, running a pretend pet hospital, exploring a map) • Staff will spend time exploring the world through children's eyes by physically getting down to their level, as well as emotionally putting themselves in the children's shoe
Plan for and create positive learning environments and experiences in which each child's learning and development will be supported	<ul style="list-style-type: none"> • Create a safe environment where staff and children can take risks in exploring their learning without fear of failure • Provide space and opportunities that are rich in potential for discovery, creativity, and learning 	<ul style="list-style-type: none"> • Staff encourage children to be respectful of the ideas of others • Classroom environments incorporate a feeling of 'home' by incorporating items such as real dishes, curtains, lamps, natural lighting, etc. where possible • Staff are given opportunities to shop for resources for their own classrooms, supporting the unique interests of their children • Staff actively engage in planning activities and environments that are based on children's interests • Staff capitalize on spontaneous learning moments during the day by being actively engaged with the children

Support staff in relation to continuous professional learning	<ul style="list-style-type: none"> • All staff are engaged in continuous learning through a variety of activities and opportunities 	<ul style="list-style-type: none"> • Monthly team time for networking and learning together • Staff complete a minimum of 8 hours of professional development each year, with financial support from CBCC as per policies and budget availability • Learning resources (early childhood magazines, articles, links to websites, etc) are readily available to staff • CBCC Leadership Team engages in professional learning during bi-weekly meetings (book studies, TedTalks, reflective discussions, etc) • External experts (Conestoga College PRC Consultants, guest speakers) support staff learning through presentations and in-class visits • CBCC has a membership to the Professional Resource Centre at Conestoga College and encourages staff to take advantage of their learning resources and classroom materials
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Expression – “Every child is a capable communicator who expresses himself or herself in many ways” (HDLH, p. 12) through their bodies, words, and use of materials.

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	<ul style="list-style-type: none"> • Provide opportunities for children to creatively express themselves in a variety of ways • Role model positive communication and interaction strategies 	<ul style="list-style-type: none"> • Allow time for free uninterrupted play and the choice of a variety of interest/learning centres to encourage interaction • Staff speak to children using positive words and tone • Staff talk about emotions and model empathy and self-regulation out loud for children to hear • Staff encourage children to solve problems by encouraging them to listen to their peers, by encouraging the children to express their emotions, and by helping them to think about how other people might feel • Staff help children to develop their own unique calming cues and strategies

Creating Safe and Caring Environments

Updated May 2021



Creative Beginnings Childcare Centres are committed to providing all of our children with a safe and caring environment in which to play, learn, and grow. In order to establish consistency throughout the day for the school-aged children, school processes and consistent language will be used where possible. As such, we will take the following steps to support our programs.

- Programs will be staffed with the needs of the various groups in mind.
- Program staff will receive regular support and advice from the Site Supervisor in regards to classroom management and activity planning.
- Program staff will strive to build relationships with each child in their care, in order to proactively engage children in meaningful activities and to recognize when a particular child may need more support at any given time.
- Dividing larger numbers of children into smaller groups will provide the opportunity for staff to develop stronger relationships with each child in their group, and will assist staff in monitoring activities. Groups may be combined for some activities should staff feel it would be beneficial for the children.
- Children experiencing difficulties will be given an opportunity for reflection (Solution Map) and an opportunity to make better decisions. The Solution Map will be sent home to be signed by parents and returned.
- A Behaviour Support Plan will be developed to assist children who experience continued or more serious difficulties. This will clearly outline supports that will be used, as well as behaviour outcomes and expectations. If aggressive or unsafe behaviour should continue in spite of all of Creative Beginnings proactive strategies, the child may be temporarily or permanently removed from our program.
- We recognize that parents are the primary experts when it comes to their child, and regular communication with parents will be a priority in order to assist children with good decision-making skills.

Code of Conduct for families

Creative Beginnings Childcare Centre is committed to the health and safety of all our staff. We will make every effort to provide a safe, healthy work environment. We ask that all our families help us meet this commitment by ensuring that the Centre remains a respectful working environment, free from intimidation at all times.

If any staff feel that their environment is unsafe, they are encouraged to discuss the situation with the Management staff who may engage families in working towards an appropriate resolution. Any strong concerns about your child's experience at the Centre can be brought to the attention of the Management staff for appropriate resolution.

Educators

Our Educators are trained, qualified professionals with a degree or a diploma in Early Childhood Education (or otherwise approved by the Ministry), members of the College of ECE, are First Aid and CPR Certified, and must have a clear Vulnerable Sector police check. Our centre supports staff training and development as an opportunity for improving current work performance, providing enrichment, and preparing individuals to meet future organizational needs. Our team of professional educators will help your child explore the world through various activities. They will also help your child to develop social



skills in an atmosphere of warmth and caring. Please feel free to approach the staff with any questions or concerns you may have.

PROGRAMS

Infant (available at Sir Adam Beck) Full time only	0 months to 18 months
Toddler	18 months to 2.5 years
Preschool	2.5 years to 5 years

Movement between Programs

Once your child is old enough to move into the next age group, we will offer you the next available space that meets your schedule in that age group. This can take time - not all children will move right away. Children in our centre remain in their younger age grouping until there is an appropriate space for them in the next age group, and families continue to pay for the program that they are currently in.

Before and After School Programs	4 years to 12 years
P.D. Day Programs/Summer Day Camp	4 years to 12 years

- All programs (excluding infant care) are available full-time or part-time (minimum of 2 consistent days per week is recommended)
- Full day programs are recommended a maximum of 9 hours/day.

Curriculum

We use a pedagogical approach to learning. We believe the children to be capable and competent and therefore respect them as individuals and plan the curriculum around their interest. By actively observing children at play, teachers learn about the developmental progress of individual children and what skills and knowledge they are working on. They listen to children's ideas and interests, and connect their curriculum goals with those of the children in responsive and creative ways. Planning emerges from the children's interests and daily life in the program. We use *How Does Learning Happen?* as a platform for guiding our emergent curriculum.

During COVID-19, children will stay in their cohorts and will be encouraged to social distance when possible. That said, the cohorts allow for children to have safe social interactions while limiting the amount of people they come in contact with during the day, hence reducing the risk of spreading germs. Child will be able to be kids and we will continue to offer curriculum that supports that.

Summer Camp

Summer Camp is offered to school age children, Jk-Grade 6 in weekly blocks.

Summer Camp Fee

Due to COVID 19, please see camp info for 2021 on our website as 2021 has some changes.

Weekly blocks \$220 (statutory holiday weeks \$200)

Part time \$49/day



There is NO additional fee for extended day care

Payment for summer camp is 50% non-refundable/non-transferable deposit (PAD) upon registration.

Remainder due by May 1st.

Hours of Operation

The centre is open year round and operates Monday to Friday 7:00 a.m. to 6:00 p.m. Children must not arrive at the centre BEFORE 7:00 a.m. A late fee charge of **one dollar per minute per child** will be charged if you arrive after 6:00 p.m. to pick up your child. You will be asked to sign off on a late fee form. If this continues, possible termination of your childcare may occur.

Please note, that CBCC will contact the police and F&CS if no contact can be made 30 minutes after the Centre closes.

The centre follows statutory holidays and WRDSB mandatory closure dates. We will be closed the following days:

New Year's Day

Family Day,

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labor Day

Thanksgiving Day

Christmas Day

Boxing Day.

Each year, the Waterloo Region District School Board closes its school buildings for approximately one week during the Christmas break. When the school building is closed, our childcare centres are not permitted to operate. Families are NOT charged on mandatory school board closure dates between Christmas and New Years and on Easter Monday. Families are charged their regular scheduled days for all statutory holidays.

The 2020/2021 Christmas closure dates are December 25, 2020 through January 1, 2021. **Creative Beginnings will reopen on January 2, 2021.**

Please note, CBCC will close at 3pm on December 24th, 2020

Termination of Childcare Space

Your child's space may be terminated for the following reasons:

Non-Compliance with General Policies and Payment Provisions

Failure to comply with any of the above policies, including any payment provisions.



Behaviour Related

This policy recognizes that a childcare centre is not always appropriate for all children. This could be because of physical or mental disabilities, or behaviour problems. This termination policy is meant to protect the children and staff of the centre from physical and/or mental stress brought on by the social and behavioural difficulties experienced by some children.

A decision to terminate a child's space will not be made unless all alternate avenues have been exhausted.

The following points will be considered:

- Verbal and/or physical abuse of staff and/or children by the child in question.
- An inability, by the child in question, to follow rules and routines, therefore consistently disrupting the program.
- Written complaints about the child in question from parents of other children in the centre.
- Inappropriate or disturbing behaviour exhibited by the child's parent.

The following procedure will be used in deciding to terminate a child care space: An initial meeting will be scheduled with the respective parent(s) to clearly outline the issue at hand. The issue will be recorded and articulated to parent(s) by staff members for up to a one-month period. If the parent(s) are able to follow through on recommended practices, then staff will assist them in making contact with the appropriate agencies. The Board of Directors will be informed of the procedures and kept updated throughout the entire process. If the documentation determines it to be necessary, the Executive Director of the centre (along with the staff) will meet again with the parent(s) to discuss the issue. If the issues at hand continue, one month's notice termination will be given in writing by the Executive Director of Creative Beginnings Childcare Centre.

Inclement Weather

In accordance with our agreement to operate in a Waterloo Region District School Board school building, if the WRDSB deems that the school building is to be closed due to inclement weather or other unforeseen circumstances, we are not permitted to be in the building. Therefore, please listen to public announcements on radio stations or other media outlets regarding school closures due to severe weather. If the School Board deems it necessary to close a school during the school day, parents must pick up their child from our Centres as soon as possible in order for us to evacuate the building as directed.

<https://www.wrdsb.ca/blog/2020/11/17/new-approach-to-severe-weather-days/>

If in doubt, please listen to see if the school board has closed the schools.

YOUR CHILD'S DAY

Arrival and Departure

Updated May 2021



During COVID-19 restrictions, parents/guardians will be met at the main entrance of the childcare by an educator/staff. Parents will be instructed to wait outside (weather permitting) while a staff brings there child outside.

Children must be picked up by 6:00 p.m. or late charges apply. If anyone other than the person authorized on your application will be picking up your child, please give written notice where possible, or call the centre. We will only release your child to those people on your authorized pick up list and with proper photo identification. It is the center's policy not to release children to siblings or others under the age of 14 years even with parental permission

Please note, that CBCC will contact the police and F&CS if no contact can be made 30 minutes after the Centre closes.

Custody Arrangements

If your child has formal custody arrangements, CBCC requires that you provide notarized copies of these arrangements for your child's file. Should your child's custody arrangements change at any time while attending CBCC, you are required to provide CBCC with notarized copies of those documents as soon as they are available. Failure to provide these documents in a timely manner places your child and CBCC in a difficult situation, and may result in the loss of your child care space at CBCC.

The centre assumes no responsibility for children once they are picked up by a person authorized by the parent (i.e. relative, an emergency contact, child care provider, etc.).

The Importance of Play

"Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood." – Fred Rogers

Playing and learning is hard dirty work. Here are some clothing tips to help your child play and learn:

- Make sure your child knows it is ok to get dirty. Children often refuse to take part in a messy activity because they are afraid they will get dirty
- Dress your child in comfortable, washable clothes
- Make sure your child has a change of indoor and outdoor clothing in their cubby at all times, in case of accidents. Please label all clothing
- Outdoor play is an important part of our program and the Child Care and Early Years Act requires that children are outdoors for a minimum of 2 hours per day. Therefore, clothing for all weather conditions should be at the centre, such as winter/sun hats, coats, snow/splash pants, winter/rubber boots, 2 pairs of waterproof mitts, neck warmer, (scarves are not permitted) etc.
- Please help keep your child safe by removing strings from your child's clothing (jackets/hoods etc.) to prevent choking/strangulation
- Label all clothing so they can be easily identified, all items without a name will be placed in the "lost and found" and after a period of time unclaimed items will be donated



- Send your child with clothing that encourages independent dressing and that is easily laundered
- **SHOES** - It is recommended that running shoes be worn for your child's safety. Your child should leave an extra pair of shoes in their program. In the full day programs, the children will have their own cubby space in which to keep their personal belongings. A storage box with the child's name will be in the cubby. Please assist us in keeping this space clean and tidy. In before and afterschool areas the children may have a hook to store their belongings in their backpacks, please help to keep these off the floor as this can be a tripping hazard

Personal items from home

Please know that we understand the need and sometimes desire for children to bring toys or items from home. We know that some items can help children with transitions and make them feel a sense of comfort and we support them. Understand that we do our best to keep track of all your child's belongings. Please LABEL everything.

All diapers, wipes, creams and lotions for children who require them should be provided by the family.

Projects will be displayed on walls and placed in cubbies when they are ready to go home. Please watch for these and do not allow your child's work to pile up. Take it home to enjoy with them. They are very proud to share their creations.

During COVID-19 Restrictions, we ask that you do NOT bring home toys. Children may still bring their own blankets and cuddly toys for sleep time, we just ask that you bring them in a labelled plastic Ziploc bag or a bag that can be sanitized upon arrival.

Rest Time

After a busy morning of exercise and activities the preschool and toddler children rest on their cots for approximately 1 to 2 hours according to their needs. Sheets are provided by the centre. Please feel free to send a comfort toy with your child and blanket. Cots and cribs will be spaced out to encourage social distancing of 2 meters and be head to toe if the space is an issue.

Nutrition

CBCC collaborates with professional nutritionists to help establish the best quality menu for our children. Wholesome, nutritious lunches and snacks (morning and afternoon) are provided for the infants, toddler, and preschool programs, as well as to all school-aged children on PD Days, School Breaks, and Summer Camps. Menus for the programs provided with lunch are posted on the Parent Information Boards in each room for the current week, as well as the menu for the next week. Special dietary needs and allergies should be discussed with the Site Supervisor prior to enrollment. All containers, cups and other items **MUST** be labeled with your child's full name if bringing food into the centre.

Creative Beginnings Childcare Centre locations are allergy safe and will not knowingly serve nut products. Please **DO NOT SEND FOOD ITEMS THAT CONTAIN NUTS AS WE ARE A NUT SAFE CENTER.**

During COVID-19, children will be practicing social distance during meals and snack.



Bagged Lunch

Bagged lunches are only approved for programs with children 44 months and older.

When children bring a “bagged lunch” they are required to bring items that respect the CBCC Anaphylactic policy. We are a nut safe organization. If there is a child or staff in a program that has a food allergy that is life threatening, CBCC will communicate to that program to ensure bagged lunches do not contain those food items. If a child were to forget a bagged lunch, CBCC will provide a substitute as per what is being served to the children in our full day programs.

Emotional Development and Child Guidance

Child guidance is maintained through careful, active supervision, setting clear limits and giving age appropriate explanations. Teachers approach negative behaviors in a positive manner, using praise and attention to encourage desirable behaviors. Creative Beginnings staff view children as competent, capable, and rich in potential. We engage in problem solving alternatives where age appropriate, which may include:

Redirection

Guiding a child into acceptable options

Natural or Logical Consequences

Attempting to make the child aware of the result of his or her actions

Modelling

Demonstrating appropriate ways of interacting with others

Anticipation

Teachers plan and prepare the environment in such a manner to avoid conflict

Ignoring

Some inappropriate behavior can be ignored and more attention paid to appropriate behavior

Reflection Time

A child may be moved to a different supervised setting for a short period of time to reduce stressors and provide calming time

Positive Reinforcement

Showing genuine approval when children are engaged in positive activity

Prohibited Practices

In accordance with the Ontario Ministry of Education Regulation 137/15 ss.48, Creative Beginnings shall NOT permit:

- corporal punishment of the child;
- 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, 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;
- 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.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act (CFSA) to report his or her belief that a child may be or is in need of protection to a Children's Aid Society, Family and Children's Services, a Catholic Children's Aid Society or the Jewish Family and Child Services.

Child and Family Services Act 1984 Section 72 (1) Item: Professional or Official Duties, Suspicion of Abuse or Child Protection Concerns: Despite the provision of any other Act, a person referred to in subsection 4, who, in the course of his or her professional or official duties has reasonable grounds to suspect that a child is suffering or may have suffered from abuse, shall forthwith report the suspicion and the information upon which it is based to a Children's Aid Society.

Child and Family Services Act Section 72 (2):

Ongoing Duty to Report: The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

Child and Family Services Act Section 72 (3): Persons Must Report Directly:

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

Day Nurseries Act Section 0202 - 07: Reporting of Child Abuse:

It is the legal responsibility of every person who performs professional or official duties with respect to a child, to report abuse or any suspicions of child abuse encountered in the course of one's work, to the Children's Aid Society. This responsibility is extended to include any volunteers, students or support staff that have contact with the children. Persons failing to report suspicion of child abuse are subject to legal action and a fine if convicted. Suspected cases of child abuse by a staff member of the day nursery must be reported to the Ministry of Education, as well as the Children's Aid Society.

What does "Duty to Report" mean to my Family?

Duty to Report means that every staff member at CBCC has a legal responsibility to report any and all suspicions of child abuse or neglect. While it is our duty to report suspicions, it is the responsibility of Family and Child Services (F&CS) to investigate. The results of this investigation are confidential between



Family and Child Services and the family involved. The staff at CBCC contacts Family and Child Services directly to report a suspicion. The staff of CBCC will not contact the family involved to discuss suspicions before calling F&CS or contact the family to notify them that a report has been made.

Serious Occurrence Reporting

Creative Beginnings Childcare Centre is responsible for delivering services that promote the health, safety and well-being of children. CBCC is accountable to the public and to the ministry to demonstrate that our services are consistent with relevant legislation, regulations and policies. Serious occurrence reporting is one of many tools that provides CBCC with an effective means of monitoring the appropriateness and quality of service delivery. A serious occurrence is a report that is made to the Creative Beginnings Childcare Centre's licensing body, the Ministry of Education. Examples of Serious Occurrences include: any serious injury that results in medical treatment, reporting any positive COVID-19 case in a child/staff/parent/guardian, any disaster on the premises that requires emergency services, any complaint about operational, physical or safety standards of the service that is considered serious by the Creative Beginnings Childcare.

When a serious occurrence is reported to the Ministry by Creative Beginnings Childcare Centre, parents will be notified by a Serious Occurrence Notification Form on the Parent Board in the front entrance or posted at the screening table during COVID-19 restrictions with parents not able to enter the centre.

Health & Safety

To maintain a good standard of health, a Daily Health Check is completed upon each child's arrival at the centre. The centre follows Public Health and Ministry of Education guidelines on illness and exclusion policies. Children showing signs of a communicable disease such as pink eye, vomiting, 2 or more bouts of diarrhea, fever, or undiagnosed rash/skin disease, must be kept at home until diagnosed by a physician. Should a child become ill during the day he/she will be supervised away from the other children and the Site Supervisor will use her discretion in deciding if the parent should be contacted and sent home. Should the child need to be sent home it is the parent's responsibility to pick up their child or to make arrangements for them to be picked up.

Child illness:

During COVID-19, we follow all public health guidelines as mentioned above. Children will NOT be able to attend CBCC if showing any symptom of COVID-19.

Please notify the centre if your child has been exposed to any communicable disease whether or not they are showing any symptoms. A sign will be posted to report any communicable disease to the parents.

Active children will end up with bumps and scrapes from time to time. If your child gets hurt at the centre a written report will be provided for you to sign explaining the details of the incident, and this will then be placed in your child's file. If there is a serious accident that results in the need for medical attention, the centre will contact you and arrangements will be made for you to pick up your child or meet the staff at the emergency facility. If you cannot be reached, we will contact your emergency contact. **Upon registration, an emergency contact other than the parents MUST be given on the enrollment form. In an emergency, staff will always attempt to contact the parents first.**



Emergency Practices

A random monthly evacuation/fire drill is conducted as part of our program. In the event of a building evacuation each location has its own emergency shelter as stated on the posted Fire Drill procedures. In order to prepare for other unlikely emergency situations, we will also practice a 'Lockdown Procedure' with the children. We ensure that we have any emergency policies and procedures in place to protect the children while they're in our care. If a program or centre is required to relocate to an alternative location, parents will receive an email from the supervisor or designate to notify parents. The email will include, name, address and contact information of emergency shelter.

Prohibited Items

We ask that you assist us in providing a safe environment for the children by ensuring that your child does not bring money, balloons (either inflated or deflated), toys with small pieces or anything which may be a hazard to the young children at the centre.

During COVID-19, we ask the only nap time items be sent with your children. No home toys.

Immunizations

As part of the enrollment process, all children must be up to date with their required immunizations prior to starting or have a signed exemption form completed. Updates must be given to the Site Supervisor as immunizations are completed and yearly as required. In the event of an exemption, the CCEYA requires notarized paperwork.

Medication

Only prescribed medication may be administered by the Teachers in your child's program. A two-step process is in place to ensure accuracy. A medication form must be completed by the parent or guardian before medication may be dispensed, and the staff administering the medication must sign the form after giving the medication. All medication must be brought in the original container labeled with:

A child's full name-date-dosage (amount and time to be given) and storage instructions (i.e.; refrigerated).

All medications and forms must be kept up to date to ensure they will be administered upon request.

All Epi pens have their own form including details to the anaphylaxis protocol.

***All medication must be given to the child's teacher. It cannot be kept in a cubby or backpack.**

Sun Protection

All children are required to provide sunscreen that has a sun protection factor (SPF) of 30 with protection against UVA and UVB rays. Parents are encouraged to supply a hat each day. All child provided sunscreen must labelled with the child's first and last name and parents/guardians are to complete a permission

Supervision of Volunteers or Placement Students

We welcome volunteers as well as student placements at Creative Beginnings. Volunteers and students must have a Vulnerable Sector Police check according to the Ministry of Education's regulations.

Volunteers and students will be supervised and monitored at all times. Direct unsupervised access to children is not permitted for persons who are not employees. Persons under the age of 18 may not



directly supervise children. Volunteers and placement students are not counted in staffing ratios. Volunteers must be a minimum of 14 years of age to volunteer.

REGISTRATION AND FEES

Enrollment

Many children are able to enter a childcare facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child and the parent/guardian overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parent has left. When possible we strongly encourage parents to set up some visitation times prior to the child's first day, **however at this time due to COVID-19 we are unable to have visits, tours or visitors.** We welcome parents to call at any time throughout the day to discuss their child's day and to assist in reassuring the parent that their child is adjusting.

An enrollment package must be completed and returned and the deposit and registration fee paid prior to the child attending. **Due to COVID-19 this will be conducted through email and all payments can be made by e-transfer.** A photocopy of your child's yellow immunization card **MUST** also be on file with the centre. We ask that parents indicate the expected arrival and departure time for all children so that we may staff according to those times. Any variation of 15 minutes or more to this schedule needs to be confirmed with the centre supervisor.

While every effort is made to accommodate each child, there may be occasions where a child's particular needs cannot be met by our program. In that event, we may ask that the child be withdrawn. You will be given withdrawal notice of at least 2 weeks in this rare case.

Nondiscrimination Policy

Admissions to Creative Beginnings Childcare Centre shall be made without regard to race, color, religious creed, ancestry, national origin, disability, age or gender.

Fees/Deposit

A non-refundable registration fee of \$30.00 is required upon registration, plus a \$250 deposit which is refundable when 30 days' written notice is given. Please note, deposits are returned after full payment is received and not applied to a last month's invoice. You will receive it via cheque within 30 days of your child's last day. Deposits are non-refundable should a family withdraw prior to their scheduled start date.

Fees are collected via Pre Authorized Debit monthly. The invoices will be emailed/distributed by the Office Administrator. The invoice is to be paid by the 1st OR 1st and 15th of the month. If fees are not paid on time each month, a 2% interest fee will be applied. A charge of \$45 applies to all NSF payments.

Creative Beginnings Childcare Centres
Rates for July 1, 2021



Program	Daily Rate
Infant (Sir Adam Beck only) Part time/day	\$77.40
Toddler Part time/day	\$58.00
Preschool Part time/day	\$49.50
ALL EXTENDED DAY PROGRAMS ARE DAILY RATE	
Kindergarten Before School	\$8.75
Kindergarten After School	\$19.00
Kindergarten Before AND After School	\$27.00
September 2021 PD Day Rate	\$40.00/Day
Grade 1-6 Before School	\$8.75
Grade 1-6 After School	\$19.00
Grade 1-6 Before AND After School	\$24.50
September 2021 Rate PD Day	40.00/Day
Winter Camp/March Break Camp	\$40.00/day
September 2021 Rate	\$40.00/day
Summer Camp Week	\$220/week
Statutory weeks	\$200/week
Summer Camp Part time/day	\$49/day

ALL INVOICES REMAINING OVERDUE AT THE END OF THE MONTH MAY BE SUBJECT TO BEING REFERRED TO A COLLECTION AGENCY ON OUR BEHALF.

Tax receipt. Tax Receipts will be issued no later than February 28th annually.

Withdrawal Notice

30 Days written notice is required when you wish to withdraw your child from a program.

Vacation Credit

We do NOT allow credits due to vacation.

Attendance

If your child is absent or sick you will be billed according to your child's regular scheduled days. CBCC will keep the attendances and child records for 3 years after your child's last day.

Subsidy



Our centre has a purchase of service agreement with the Region of Waterloo for those families in need of financial assistance with their child care fees. Please talk to the Site Supervisor for more information.

Schedule Change Request

Once your child is signed up for a particular schedule, we presume that the schedule will be constant. If your child attends the centre part time, additional days may be added, provided there is space available. 30 days' written notice is required if you wish to change your child's permanent schedule (by email to the Site Supervisor).

P.D. Day and School Break Programs

Full day childcare for school-aged children is available on P.D. days, March break, and on operating days during the Christmas holidays (as determined by the Waterloo Region District School Board – dates vary each year). Lunch and snacks are provided for PD Days, March Break, Winter break and Summer Camp programs. We recommend you sign up for this service a minimum of two weeks in advance. A sign-up form will be posted at each site several weeks prior to the PD Day or school break. In order to staff the programs and plan for nutritional needs appropriately. Withdrawals after the 30-day deadline date will be billed to your account. **If you do not register by the stated deadline date, we cannot guarantee your child will have a space for the day.**

The Flex schedule Program

Flex schedules are only available to our extended day children (JK-Grade 6). Schedules must be received by the 15th of the month prior to be considered for a flexible schedule. Please email schedules to Aimee Weber, Extended Day Supervisor. Children who are signed up for specific days and do not attend will be charged their full fees.

Aimee Weber, Extended Day Supervisor:
aimeew@creativebeginningschildcare.ca

COMMUNICATION AND PARENT PARTICIPATION

It is our goal as a centre to maintain an "OPEN DOOR" policy. We feel it is important to have open communication with the parents and families. During COVID – 19 restrictions, parents are not able to enter the centre, therefore, please feel free to call at any time to check on how your child's day is going. We ask that you advise us of any changes or events at home that may affect your child's behavior. Our staff are committed to providing an environment which fosters cooperation between the home and centre. It is very important that both the parents and the teachers work together to help your child reach their full potential. Daily contact with parents is encouraged at drop off and pick up time or please feel free to call the centre to speak with your child's teacher.

Newsletters and calendars are sent home on a monthly basis to keep you informed of the activities and special events happening at the centre in your child's program. Program Schedules and weekly Program Plans are all posted in each program on the Parent Information Board located in each room.

Field trips: No field trips will occur while COVID-19 restrictions apply.



Family Events: Throughout the year we plan at least two special family events, A Holiday Social and a year-end BBQ. We can't wait to celebrate with you should the COVID-19 restrictions allow.

Fundraising: Parents are asked to assist the centre in fundraising throughout the year. Fundraising helps us to keep our childcare fees down by assisting us in purchasing numerous program supplies, such as new toys, gross motor equipment and creative supplies.

Board of Directors: The centre is run by a volunteer Board of Directors. Meetings take place once a month (except July, August and December) on the third Monday of the month. You are encouraged to attend these meetings as members and are welcome to join the Board as well. For more information, please talk to your Supervisor or Executive Director who will put you in contact with the Board President. For the 2021/2022 year, we will be looking to add 2 board members to replace those who are ending their term!

PARENT ISSUE AND CONCERNS PROCEDURE

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Creative Beginnings Childcare Centre

Date Policy and Procedures Updated: October 2020

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

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 Supervisor and Executive Director 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.

Updated May 2021



An initial response to an issue or concern will be provided to parents/guardians within 2 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 the [local Children's Aid Society](#) (CAS) 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/childrensaidthereportingabuse/index.aspx>

Procedures

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:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <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 or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: <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.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. 	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the supervisor or licensee. 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.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. 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.	



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 Executive Director.

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: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

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

Christa O'Connor, RECE, Executive Director, 519-208-6662, christao@creativebeginningschildcare.ca

Faye Wilson, Supervisor Sir Adam Beck, 519-634-4915, fayew@creativebeginningschildcare.ca

Michelle McMichael, RECE, Supervisor Baden PS, 519-634-5223,
michellem@creativebeginningschildcare.ca

Aimee Weber , Extended Day Supervisor, 519- XXXX, aimeew@creativebeginningschildcare.ca

Board President, Matthew Robinson, board@creativebeginningschildcare.ca

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Creative Beginnings Childcare Centre is committed to addressing and resolving issues and concerns raised by
Please check our website at www.creativebeginningschildcare.ca for more information and upon enrolling your child.

We look forward to being involved in your child's growth!

PLEASE KEEP THIS HANDBOOK FOR FUTURE REFERENCE

CREATIVE BEGINNINGS CHILDCARE CENTRE

Parent or Guardian COVID-19 Handbook Receipt Form 2021

Parents or Guardians,

Please thoroughly review the Parent Handbook "COVID-19" edition, Version 4 for the 2020/2021 year, which contains the policies and procedures for Creative Beginnings Childcare Centre while in the process of reopening. After reading the handbook, please complete this form and return it to the school via email as soon as possible. This form will be kept in your child's file for the duration of the school year.

Thank you in advance for your cooperation.

Sincerely,

Christa O'Connor, RECE
Executive Director
Creative Beginnings Childcare Centre

- 1. Release and Indemnity** - We hereby release and agree to indemnify the Centre, its, teachers, administrators, agents, and employees from any and all actions, causes of actions, claims and demands for damages, indemnity, costs, interest, loss or injury of every nature and kind whatsoever and howsoever, which we have had, may now have or may hereafter have, in our personal capacity or on behalf of our child, in any way relating to or arising from our child's enrolment or participation in the Centre, all Centre activities and events, including all excursion-related activities and events, and any communicable illness including but not be limited to COVID-19 that may be contracted on school premises, provided the Centre exercises due diligence and complies with all applicable laws.
- 2. Force Majeure:** The Centre's duties and obligations under this Contract shall be suspended immediately without notice during all periods that the Centre is closed because of force majeure events including, but not limited to, any fire, act of God, hurricane, war, governmental action, act of terrorism, epidemic, pandemic, or any other event beyond the Centre's control. If such an event occurs, the Centre's duties and obligations in this Contract will be postponed until such time as the Centre, in its sole discretion, may safely reopen. In the event that the Centre cannot reopen due to an event under this clause, **the Centre is under no obligation to refund any portion of the parent/client fees.** Should the government choose to enforce regulations regarding refunds for childcare services due to an Emergency Order, the Centre will comply.

I, _____ (print your name), the parent/guardian of
_____ (print child's name), hereby acknowledge receipt of
Creative Beginnings Childcare Centre's Parent Handbook COVID-19 edition. I have read and agree to adhere to
all the policies and regulations set forth in this handbook.

Parent/Guardian Signature: _____

Date: _____