



Creative Beginnings Childcare Centre

Parent Handbook

Effective September 1, 2019

A GREAT BEGINNING THAT LASTS A LIFE TIME!!



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. These aspirations will be accomplished by a team of professionally trained staff and a dedicated volunteer Board of Directors: 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 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/.

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 • Invite parents to come into the rooms, and to stay and visit when they can • 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 • 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

		<p>rooms for parents to view</p> <ul style="list-style-type: none"> • 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 partners to support the children, their families and staff	<ul style="list-style-type: none"> • Provide opportunities for children to explore their community and make connections to the real world • Establish connections with local organizations and community members 	<ul style="list-style-type: none"> • Children participate on field trips and community walks • 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

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

		<p>work to proactively minimize 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
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	<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
Foster the children's exploration, play, and inquiry	<ul style="list-style-type: none"> • Provide a vibrant play-based program for children which fosters individualism, creativity, and socialization • Promote a sense of curiosity and discovery in children 	<ul style="list-style-type: none"> • Provide an open-ended art centre with a variety of materials to encourage individualism and creativity • 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

<p>Provide child-initiated and adult-supported experiences</p>	<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
<p>Plan for and create positive learning environments and experiences in which each child's learning and development will be supported</p>	<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
<p>Support staff in relation to continuous professional learning</p>	<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

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

Creative Beginnings Childcare Centres is 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 Administrative 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 Administrative 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.

Summer Camp

Summer Camp is offered to school age children, Jk-Grade 6 in weekly blocks. Each week has an exciting theme and field trip. Camps are run per age groups

Summer Camp Fee

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

Includes: Camp t-shirt (to be worn on field trip day), field trips, special guest, 2 snacks and lunch daily, Care from 7am – 6pm

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 date. Families are charged their regular scheduled days for all Statutory holidays.

The 2019/2020 Christmas closure dates are December 25, 2019 through January 1, 2020. **Creative Beginnings will reopen on Tuesday January 2, 2020.**

Please note, CBCC will close at 3pm on December 24th, 2019

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 is closed, Creative Beginnings will also be closed. If the buses are not running, but the school is open, Creative Beginnings will be open. 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.

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

YOUR CHILD'S DAY

Arrival and Departure

Our Teachers are excited to see you and your child in the morning! Children must be brought directly to the classroom in the morning and their outdoor clothing removed and shoes put on by the parent. Under NO circumstances should a child be sent into the centre alone to find his or her classroom. Parents must ensure that a staff member is aware of the child's arrival. Make your presence known to the teacher, if your arrival hasn't been acknowledged. We ask that everyone wipe their boots at the building's entrance to assist us in keeping the environment clean. Please use the front door to enter and exit the building rather than the playground entrance.

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.).

Clothing and Possessions

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.

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.

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.**

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, 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.

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:

Diarrhea	The child must be away from the program 24 hours after the last diarrhea
Vomiting	The child must be away from the program 24 hours after the last vomit
Rash	Any unidentified rash, the child must be seen by a doctor (a note may be required for The child to return to program)
Pink Eye	Must be diagnosed by a doctor and the child may not return to the program 24 hours after drops have been administered

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 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.

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.

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

Our full day programs (Infant, Toddler, Preschool) require sunscreen to be provided 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. If at all possible we strongly encourage parents to set up some visitation times prior to the child's first day, to assist the child in becoming familiar with the environment and staff. There is no fee for these visits as long as the parent or other adult remains with the child at the centre. We also welcome parents' calls 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. 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.

Fees

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.

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, 2019- December 31, 2019

<i>Program</i>	<i>Daily Rate</i>	<i>Fee Pilot Reduction Rate (effective July 1 to Dec. 31, 2018)</i>
Infant (Sir Adam Beck only) Part time/day	\$74.00	\$64.00

Toddler Part time/day	\$55.75	52.75
Preschool Part time/day	\$47.50	45.50
ALL EXTENDED DAY PROGRAMS ARE DAILY RATE		
Kindergarten Before School	\$8.50	
Kindergarten After School	\$18.50	
Kindergarten Before AND After School	\$26.25	
Grade 1-6 Before School	\$8.25	
Grade 1-6 After School	\$17.50	
Grade 1-6 Before AND After School	\$23.75	
PD Day Programs	\$37.00	
Summer Camp Week	\$220/week	
Statutory weeks	\$200/week	
Summer Camp Part time	\$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. A fee of \$25.00 will be charged for the service of having a tax receipt re-issued.

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.

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 2 snacks will be included. 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.**

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. Parents are always welcome at the centre at any time during the day to visit with their child without giving prior notice, and 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.

Parents are also asked to complete a program evaluation periodically throughout the year. Feedback and suggestions are welcome any time. Mini-reports are completed on all children not attending a school program. If you wish to have one completed on your child who attends a school program, please talk to their teachers. These reports go home twice per year and are a quick informal report to let parents know how their child is doing at childcare. Reports are sent home in December and June and parent/teacher interviews may be set up at any time that you find necessary.

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: Parents will be notified of any field trips and off-site activities through the monthly calendars as well as postings. Parents are encouraged to come along with their child on these outings. Please talk to your child’s teacher if you are interested. Local off-site activities such as walks are not always planned ahead of time but occur to accommodate the interests and needs of the children. *Parents who wish to attend field trips, must obtain a vulnerable sector check*

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!

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 Site Supervisor who will put you in contact with the Board President.

PARENT ISSUE AND CONCERNS PROCEDURE

Creative Beginnings Childcare Centre is committed to addressing and resolving issues and concerns raised by parents/guardians regarding their child’s classroom experience, or other child care-related concerns.

Parents are encouraged to bring issues and concerns to the attention of educators first. If they can’t find a solution, please bring it to the Supervisor followed by the Executive Director. The Supervisor/Executive Director will investigate and deal with all issues and concerns in a confidential, respectful and timely manner.

Communicating an Issue or Concern

If a parent/guardian has an issue or concern, they can speak directly to the Executive Director in the absence of a Supervisor. Parents can reach the Director by email or phone.

If a staff member, student or volunteer, is made aware of, or suspects, a parental issue or concern, they should encourage the parent/guardian to speak directly to the Director or the Site Supervisor if absent.

Should the issue or concern relate to the Executive Director, The Board President will address the issue or concern and inform the Board of Directors.

Responding to an Issue and Concern

- Documentation should include:
 - Date and time the issue/concern was received
 - Name of person who received issue/concern
 - Name of person reporting issue/concern
 - Details of the issue/concern
 - Steps taken to resolve issue/concern and /or information given to the parent/guardian regarding next steps or referrals
 - Document reasons for any delays in writing
- An initial response to the issue or concern will be provided by Management to the parent/guardian within 48 hours
- All issues and concerns will be investigated in a fair, confidential and timely manner by Management
- Where required, those directly involved (including witnesses) will be spoken with
- Where appropriate, records or other documents relevant to the issue and concern will be reviewed by Management
- The parent/guardian will be kept up-to-date with the progress of achieving a solution
- The parent/guardian will be informed of the solution achieved

Resolution of an Issue and Concern

Every effort will be made to resolve parental/guardian issues and concerns in a mutually satisfactory manner. Where necessary, corrective action will be put in place and staff, students and volunteers made aware of any requirements or changes.

Confidentiality

Parents/guardians should feel secure in knowing that their issues and concerns will be handled discreetly and sensitively. Information provided about an issue or concern will not be disclosed except as necessary to investigate the issue or concern, to take corrective action or as otherwise required to resolve the issue or concern.

Executive Director	Christa O'Connor 519-634-4915 christao@creativebeginningschildcare.ca
Baden Site Supervisor	Amanda Vorstenboch 519-634-5223 amandav@creativebeginningschildcare.ca
Sir Adam Beck Site Supervisor	Faye Wilson, 519-634-4915 fayew@creativebeginningschildcare.ca
Extended Day Supervisor	Aimee Weber, 519-635-1085 aimeew@creativebeginningschildcare.ca
Board President	board@creativebeginningschildcare.ca

Date and Time received:
Person receiving issue/concern from parent/guardian:

Person reporting the issue/concern:	
Details of the issue/concern (e.g., Program/room related, General Centre, Operations-related, Staff related, Student/volunteer related)	
Steps taken to resolve issue/concern:	
Resolution or Information provided to parent/guardian:	
Reasons for any delay:	
Reviewed and approved by:	
Executive Director:	Date:

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