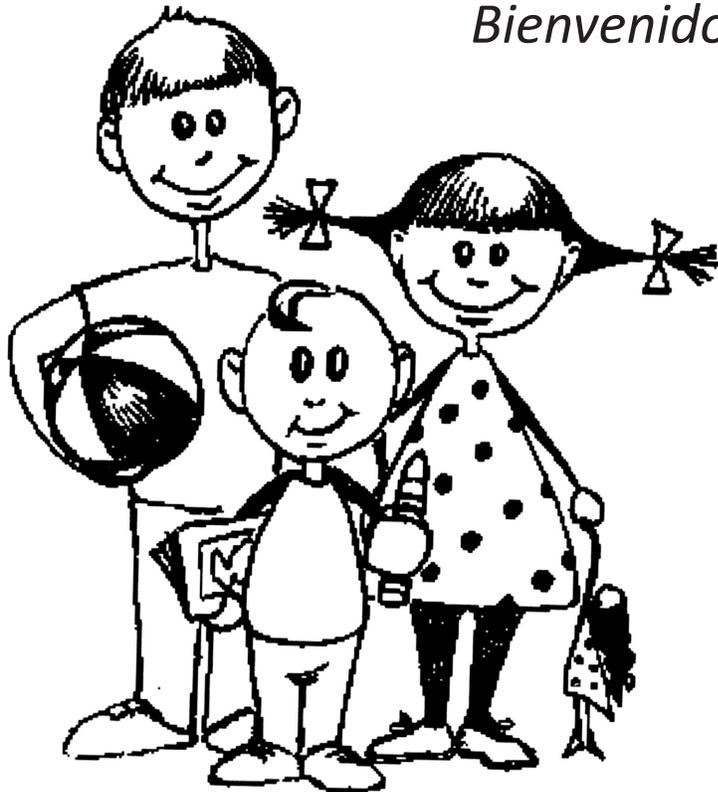


Parent Handbook

Welcome! Benvenuto!
Ben-vindos! Bienvenue!
Bienvenidos!



Caring for Children in the
Hamilton Community
since 1989

Jamesville Children's Centre

252 James Street North
Hamilton, ON L8R 2L3
Phone: **905 577 9255**

Jamesville Bennetto Community Care

47 Simcoe Street East
Hamilton, ON L8L 3N2
Phone: **289 456 0150**

For more information please email us at info@jamesvillebennetto.ca
or look at our website: www.jamesvillebennetto.ca

Last updated July 15, 2020

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JAMESVILLE CHILDREN'S CENTRE

JAMESVILLE BENNETTO COMMUNITY CARE

WELCOME

Dear Parents

Welcome to Jamesville Children's Centre and Jamesville Bennetto Community Care. We are Not-for-Profit Child Care Centres licensed under the Ministry of Education. We are visited annually by a program advisor to have our licenses renewed. The Centres are governed by a Board of Directors comprised of community members, parents, Christ church Cathedral members and members from agencies interested in the well-being of Jamesville's children and families.

ABOUT US

We currently have two programs within the North End Community. Jamesville Children's Centre is located within Christ's Church Cathedral at 252 James St. N. Jamesville Bennetto Community Care is located within Bennetto Elementary School at 47 Simcoe St. The Centres came into being as a result of the Cathedral's outreach program and being a community partner with the local elementary schools. We are an inclusive program sensitive to the multicultural diversity in our community. Jamesville has a commitment to integrate those children with special needs into the regular classroom setting with age appropriate role models. Specifically, our Centres are sensitive to unique aspects of each child's individual development, pattern and timing of growth and cultural background. Our teachers work closely with other professionals such as resource teachers, social workers and speech pathologists. Jamesville staff offer support for parents and care givers in guiding their child's behaviour effectively and accessing community resources and support.

We have an 'Open Door' policy. Parents are welcome at the Centres at any time but keep in mind we need to be sensitive to the needs of the individual child and the whole group. Parent participation is supported and encouraged.

OUR MISSION STATEMENT

Jamesville Children's Centre and Jamesville Bennetto Community Care works with and supports the diverse families of our community by providing professional childcare in an environment that promotes respect, inclusiveness, and individuality. Staff, students and volunteers provide a positive learning environment for your child that supports and enhances his or her level of development.

Through play experiences and the guidance of early childhood educators, your child will be exposed to experiences that will stimulate curiosity, initiative, independence, self-esteem, decision making capabilities , positive interactions, respect for others, physical activity developing gross motor skills, fine motor development, and early literacy and school readiness.

WAIT LIST/ENROLLMENT PROCESS

Jamesville Children's Centre and Jamesville Community Care are inclusive to all children and families in our community. Children are enrolled by parents/guardians on a first come first served basis with respect to space available in each age group. Space is determined by license capacity and ratio of teachers to children as determined by the requirements of our license and the Child Care Early Years Act 2014 (CCEYA).

Request for space in the program whether from the Hamilton HSN One website, phone calls, walk-ins or other, will be kept in chronological order (by date) and children accommodated as soon as possible where space and ratio permit.

PLEASE ASSIST US IN THE FIGHT AGAINST THE SPREAD OF ILLNESS AND WASH YOUR CHILD'S HANDS BEFORE ENTERING THE PROGRAM

PLEASE NOTE THAT WE HAVE UPDATED OUR POLICIES AND PROCEDURES TO REFLECT THE COVID-19 OUTBREAK. ALL PARENTS WILL BE GIVEN THOSE POLICIES AND PROCEDURES SEPARATELY AS THINGS EVOLVE. ALL PARENTS ARE REQUIRED TO REVIEW, AGREE AND ADHERE TO THEM FOR THEIR CHILD/REN TO ATTEND.

Program Statement-Revised August 30, 2019

Jamesville Children's Centre(JCC) and Jamesville Bennetto Community Care(JBCC) is dedicated to supporting children's development, learning, health and well-being through caring and responsive Registered Early Childhood Educators. The Registered Early Childhood Educators at JCC and JBCC focus on active learning, exploration, play and inquiry. We see all children and their families as competent and able, and as active participants in all aspects of the program.

The Child Care and Early Years act, 2014 focuses on strengthening the child care programs, to increase the number of high quality experiences for our children. The CCEVA authorizes the Ministry of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding Operators of Child Care and Early Years Programs.

How Does Learning Happen? Ontario's pedagogy for the Early Years (2014) is the document that we use as a support and guide. This document has a strong pedagogical focus, indicating that pedagogy is not a prescriptive formula that lays out a specific curriculum, but rather challenges the status quo and explores **HOW** learning happens for children.

How Does Learning Happen is divided into four foundational conditions that are considered essential to optimal learning and healthy development for children, they are as follows;

Belonging refers to a sense of connectedness to others, an individual's experience of being valued, of forming relationships with others and making contributions as part of a group, a community and the natural world.

Well-Being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and enquiry the children develop skills such as problem solving, creative thinking and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. language- rich environments support growing communication skills, which are foundational for literacy.

The above mentioned four foundations apply to all classrooms regardless of the children's age, and should not be viewed as separate elements of the program. This statement and the following goals are a living document that will be reviewed and adjusted as required.

Goals

- **ALL** staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, access to drinking water throughout the day, and ensuring that Canada's Food Guide is followed when planning the children's nutritional intake for the day. The RECE's will ensure that they will eliminate any unnecessary disruptions throughout the child's day while minimizing transitions. The RECE's will remove all environmental issues that could cause undue stress to the children, as well as removing/reporting any hazards that may cause injury. Educators will familiarize themselves with ALL information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, parental preferences in respect to diet, exercise and rest time.
- **ALL** staff will carry out and support positive and responsive interactions among the children, parents and child care providers. The Supervisor will support this through the hiring of qualified, responsive and well trained RECE's who support families in their role as primary caregivers, and understands the needs of each child as an individual.
- **ALL** staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate. Children will be supported and acknowledged as competent, curious and rich in potential. Staff will support self-regulation in children (Self-Regulation is the ability to gain control over bodily functions, manage powerful emotions as well as maintaining focus and attention) Self-regulation in early development is influenced by a child's relationship with important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.
- **ALL** staff will foster the child's exploration, play and inquiry. This is done by the RECE providing a variety of activities within an environment rich in content that allows for child-directed choices, active play as well as places for solitude. This is done through RECE's observing, documenting and then supporting the children's interest, knowledge and life experiences.
- **ALL** RECE's will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

- **ALL** RECE's need to be reflective practitioners who learn about children through actively listening, observing, documenting and authentic communications with families and other RECE's. They will observe and listen to learn how children make meaning through their experiences in the world around them. They will use this information to guide meaningful and authentic communication and interactions on a daily basis. The RECE's will do this by planning for and creating positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.
- Each child will experience indoor and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep as required, quiet and active times as stated in the CCEYA while being mindful of each child's individual needs and parental direction.
- Regular and ongoing communication with families is an important component of the child's day. Communication can take many forms i.e in person, by phone, e-mail, on the Sandbox Parent Portal System or through written and posted photographs and documentation throughout the centre.
- There are many community agencies that families can be directed to based on the observations and communications. The RECE will provide the Supervisor feedback based on observations, communications and interactions with the child and family in regards to any recommended supports in the community. This information will be shared with the families.
- The Centre will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.
- **ALL** staff will support and build on a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure and healthy environment that is inviting for all families.
- Document and review the impact of the program strategies within the program statement goals and approaches for updates annually as applicable.

Program Statement Implementation

- All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedure sign off binder prior to being left alone with the children, when a statement has been modified, as well as part of the individual annual goal setting meetings for staff.
- The Supervisor will review the sign off by staff and ensure that the process has been completed. Should the Supervisor not feel confident that the RECE understands the program statement, another review and breakdown of the statement will take place prior to sign off.
- Each classroom will maintain a binder containing observations, plans and documentation (either originals or photographs) to support their understanding of the program statement and their role in the delivery of the program. Copies of documentation will be given to the relevant child/family- once sharing has completed.
- The Supervisor will meet with the staff on a regular basis to review and ensure a clear understanding of the program statement. To support staff in the delivery of the Program Statement as well as aiding in self-reflection. The Supervisor will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Supervisor will use observations, interactions and conversations to monitor staff.
- The staff will continuously reflect on the “How Does Learning Happen» document by reflecting on the questions and scenarios as given out by the Supervisor, working through the reflection exercises in the document, by reviewing their observations of the children, as well as engaging children in meaningful activities by maintaining communication with families and the team to create trusting relationships. Working together with co-workers creating safe and healthy environments as well as engaging in self-reflection on a regular basis.
- All Early Childhood Educators will make a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of Practice. All Early Childhood Educators will hold themselves accountable,

The following are prohibited practices at JCC and JBCC and may result in Immediate termination of Employment:

Prohibited Practices

No staff shall:

- lock or permit to be locked for the purpose of confining a child the exits of a day nursery, or confining a child in an area or room without adult supervision.
- Use a locked or lockable room or structure to confine a child who has been withdrawn from other children
- Abuse a child physically, verbally or emotionally
- Deprive the child of basic needs including food, shelter, sleep, toilet use, clothing or bedding
- Use corporal punishment of a child
- Use physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting him/herself.
- The 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-worth, dignity or self-respect.
- Inflicting any bodily harm on children including making children eat or drink against their will.

MONITORING POLICY

In order to ensure practices set out in the program statement are being followed the following processes will be in place

Classroom observations will be recorded minimum twice a year. Feedback and conversations will follow each observation. Documentation, date and time will be recorded and kept on record for 3 years.

Parent and staff surveys will reflect questions that give parents and educators opportunity to reflect on the implementation of the program statement in the classroom.

Reflection and conversations at staff (monthly) and team (weekly) meetings will further promote the pro- gram statement and support children’s learning.

Classroom assessments and checklist will be completed once a year or when necessary to assess situations.

Staff, students and volunteers will review and sign off on the Monitoring Policy annually and whenever it is modified.

CONTRAVENTION POLICY

All Staff members, students and volunteers are expected to comply with the programs stated policies and follow procedure in respect to behaviour guidance. Failure to comply could result in one of the following:

- verbal warning,
- written warning
- or dismissal.

Various criteria will be considered in determining which action will be implemented, they are:

- Seriousness of the offence
- Actual or potential risk of harm to the child
- Past performance of employee in general
- Any previous disciplinary actions taken

Any staff, student or volunteer that does not adhere to the disciplinary policy of the program will be dealt with as follows:

- The supervisor will gather facts from witnesses to the incident.
- Any witness to the incident will write an account of what happened and sign and date it.
- The individual directly responsible for the incident will write an account and sign and date it.
- Supervisor will review and conduct an interview with the individual.
- The supervisor will determine the actions to be taken, verbal warning, written warning, probation period or dismissal.
- The supervisor and individual will sign an agreement as to course of action taken and any further action to be taken in the event that a similar situation may occur.

PROGRAM INFORMATION

PROGRAM OVERVIEW

GROUPS	AGE	LICENSE CAPACITY	# OF STAFF	RATIO
INFANTS	0-18MOS	10	4	1:3
TODDLERS	1.5YRS-2.5YRS	25	3	1:5
PRESCHOOL	2.5YRS-5YRS	38	4	1-8 (10)
KINDERGARTEN		52 (26)	4 (2)	1-13
PRIMARY/ JUNIOR SCHOOL AGE		90 (45)	6 (3)	1-15

Jamesville Bennetto Community Care is licensed for 90 children ages 3.8yrs-12yrs and 52 children ages 44 months-7 yrs.

DAYS AND HOURS OF OPERATION

Jamesville Children's Centre

MONDAY - FRIDAY
7:00 am to 6:00 pm

Jamesville Bennetto Community Care

MONDAY - FRIDAY
7:00 am to 6:00 pm

JAMESVILLE CHILDREN'S CENTRE AND JAMESVILLE BENNETTO COMMUNITY CARE ARE CLOSED THE FOLLOWING STATUTORY HOLIDAYS:

NEW YEARS DAY
FAMILY DAY
GOOD FRIDAY
EASTER MONDAY
VICTORIA DAY
CANADA DAY

AUGUST CIVIC HOLIDAY
LABOUR DAY
THANKSGIVING DAY
CHRISTMAS DAY
BOXING DAY

ATTENDANCE, ABSENCE, AND RELEASE OF CHILDREN

- Parents are responsible to report any absence or late arrival to the classroom teacher by **9:30AM**
- **Children should be dropped off at the by 10:30 each day to ensure their full participation in the program.**
- Children will only be released to parents or guardians. If parents are unable to pick up their child that day, a child may be released to a person a parent has designated. The parents must leave instructions prior to pick-up during on that day with the full name of the person who will be picking the child up.
- If someone is picking up a child for the first time (INCLUDING A PARENT) or are unfamiliar to staff members, then they will be asked to show Photo ID.

STAFF, STUDENTS AND VOLUNTEERS

Our Centres re staffed in accordance with the Child Care Early Years Act 2014 (CCEYA). Qualified Early Childhood Educators are in good standing with the College of Early Childhood Educators and trained personnel with experience in the field, provide care for the children in our program. Staff are required to continue training through workshops and professional development. All staff, students and volunteers are trained in First Aid and CPR.

It is important at Jamesville that we continue strong links with the community and those agencies that support high quality child care. Whenever possible we will support training and experience for students and volunteers in the child care and related fields. Students and volunteers will be supervised by an employee at all times and are not permitted to be left alone with the children.

We are a teaching facility so we also employ Early Childhood Apprentices who work during the day and attend school in the evening to complete their education with the goal of graduating from the Early Childhood Education Program at Mohawk College. Students/volunteers from various secondary schools who have an interest in the field do placements with us from time to time.

All staff, students and volunteers are vetted through the same process which includes criminal reference checks, health checks etc, prior to engaging with the children in our care.

ENROLLMENT AND ORIENTATION

An interview will be arranged prior to the enrollment of a child. During this time please ask any questions and discuss any concerns you may have about your child starting at the Centres. No question is unimportant. An overview of the enrollment package and immunization history form will be discussed with parents. At this time, the families will be given a tour of the Centre and be introduced to staff. Play visits are encouraged and may be required prior to child's start date. The supervisor may schedule 2-3, 1 hour play visits, where the child can be observed participating in the classroom. Parents must remain with their child.

Both Jamesville programs have an "open Door" policy which welcomes parents into our programs at any time. We ask that parents please be sensitive to the fact that some children may not respond well to visits from their parents especially during the new adjustment to the Centre. Parents are encouraged and welcomed to call during the day to see how their child is doing. It is understood that staffs' first priority is in supervising the children and they may not be readily available to chat with parents all the time. If you have a concern that cannot be addressed immediately please feel free to have the staff call or set a time when they are available for discussion. Please be aware that sometimes during the program, certain times may be better for visits than others.

NOTICE OF TERMINATION

We require that parents give 2 weeks' notice of withdrawal of a child from the program. Parents are responsible financially for the 2 weeks whether the child attends or not. The Centre may terminate services if the policies are not being followed, fees are not being paid or the needs of the child or family are not being met.

Please inform the Centres of any change of information such as contact number, address, phone number, etc. Parents are required to inform the Centres about any updates to immunization information.

FEES

Fees for the Centres are set according to the ongoing costs of maintaining a quality program. It is important that fees are paid promptly and by a consistent method. Payment is required at the beginning of a period of care (2 weeks, 1 month). You may pay by pre-authorized debit (on the 15th of each month, beginning September 15th, 2018), cheque, bi-weekly, or monthly. Post-dated cheques are acceptable. After September 1st, 2018, cash will no longer be accepted as a form of payment.

An income tax receipt can be obtained from our sandbox online system in January for the previous year. Receipts can be printed at any time.

Parents are responsible to pay fees for absent days, sick days and holidays. Our registration fee is \$25.00. Our NSF fee is also \$25.00.

At the end of a 12 month period, families are entitled to the equivalent of two weeks unpaid vacation.

**JAMESVILLE CHILDREN'S CENTRE
RATES PER DAY**

PROGRAM

CURRENT

TODDLER	52.00
PRESCHOOL	42.00

JAMESVILLE BENNETTO COMMUNITY CARE

PROGRAM

KINDER CARE BEFORE	10.00
KINDER CARE AFTER	18.00
KINDER CARE BEFORE + AFTER	25.00
KINDER CARE FULL DAY	40.00
SCHOOL AGE BEFORE	10.00
SCHOOL AGE AFTER	18.00
SCHOOL AGE BEFORE + AFTER	25.00
SCHOOL AGE FULL DAY	40.00

LATE FEES

Late fees will be strictly enforced if a parent arrives after 6:00pm. It is the parents' responsibility to collect your child and their belongings so the Centre can close promptly.

We understand that situations may arise when you arriving late may be unavoidable, please know that we will continue to ensure that your child is cared for until you arrive safely.

The fees will be as follows and is owed directly to staff required to stay beyond their regular shift. Please note that the staff are not paid past 6:00pm and these fees are due the day that they stay late with your child.

\$15.00 for a parent who arrives after 6:00pm

\$5.00 for every 5 minutes after 6:15pm

VACATION

Full time fee paying parents of toddler and preschool ages children are entitled to 2 weeks' vacation (free of charge). Days begin accumulation in January, and will be prorated according to your start date. Kindercare + school age families are entitled to 5 full day & 5 before + after school vacation days.

MEALS & SNACKS

At Jamesville Children's Centre we provide a hot nutritious lunch as well as morning and afternoon snacks. Lunches are prepared fresh daily and take into consideration the taste of young children. The menu provides a wide variety of food selection based on Canada's Food Guide. We are sensitive to the special dietary needs of the individual child. Please inform the Centre during initial interview if your child has any food allergies and record this on your child's enrolment form. Allergies are posted in the kitchen, in classrooms and on attendance clipboards.

Weekly menus are posted at the front entrance. Menus are planned in a 4 week rotation with variation in summer and winter menus. If there is a change to the daily menu it will be posted on our parent board at the entrance of the main Child Care Centre and the School Age/Preschool entrances. The food preparation staff at Jamesville are required to complete a Safe Food Handlers course. We encourage parents to leave all other foods at home because we are a nut-free facility and there may be children in the program with food allergies.

BAGGED LUNCH POLICY - KINDER CARE AND SCHOOL AGE

These programs provide nutritious morning and afternoon snacks. Children bring their own lunches from home. Children play hard all day and need to replenish their young bodies with healthy food in order to develop and keep up their energy. Please be sure to send your child with a healthy lunch. A healthy lunch will be provided to those that have no lunch, are missing the daily requirements or their lunch contains allergens that children in the Centre may have.

Please ensure that all lunch items are NUT FREE!

Weekly snack menus are posted on the parent information board, classroom bulletin board, and kitchen located at Benetto Elementary School. Please remember that we are nut-free facilities. Parents can request their child's lunch to be refrigerated if needed. All staff have obtained their Safe Food Handler's Certificate for proper food handling.

Some examples of a healthy lunch could be:

- Meat Sandwiches
- Pasta
- Cheese Sandwiches
- Bagel and cream cheese
- Kielbasa and Crackers
- Soup
- Rice, meat, and veggies
- Adding fruit or veggies to every lunch is recommended

It is okay to add a sweet with lunch that has no more than 7% sugar. Yogurt and cheese are a good source of calcium. Please try to incorporate foods from each food group for a balanced lunch.

FIELD TRIPS

During the routine program, excursions in the neighbourhood may occur due to weather, playground conditions or special themes. Parents sign a general consent form in the enrollment package to allow their child to participate. Throughout the year your child's group or the whole centre may go on a special outing. A notice will be sent home detailing the trip, mode of transportation, cost etc. A permission slip allowing your child to participate will need to be signed and returned to the Centre. Parents who choose to have a child not participate may have to make alternate care arrangements for that specific day. Parents are still financially responsible for this day. Trips and outings are great opportunities to expand on our program and are a lot of fun for the staff and children.

POSSESSIONS AND CLOTHING

The daily program has your child, weather permitting, playing outdoors a minimum of 1 hour per day. Please ensure your child is dressed appropriately for all weather conditions.

- | | |
|--------------------|--|
| SUMMER | Cool, loose fitting shirts and shorts, sun hat, running shoes. |
| WINTER | Snow suit/pants, mitts, scarf, hat, winter boots. |
| SPRING/FALL | Mud pants, rubber boots, warm jacket |

Each child is required to have a change of clothing in a plastic bag in their cubby. ***Please ensure that all articles of clothing are labeled clearly with the child's name.*** We will not be responsible for any lost property.

It can be very upsetting for a child to lose a special possession. We recommend that children leave their toys and property at home unless it is for a special activity. At Jamesville Children's Centre, children may bring a special blanket or soft toy for comfort at sleep time. This needs to be labeled as well and will be laundered once a week.

SUN SCREEN

It is essential that children be protected from the harmful rays of sun. We spend a great deal of time outdoors in the warm weather and a lot of the program is done on the playground. We require all the children to wear sun screen unless there are medical reasons not too. We have found the easiest and most economical way to do this is for the Centre to purchase lotion 30 SPF for all of the children. Parents are asked to apply sun screen to their child when they arrive at the Centre before their child is admitted into the program. When children go outside later in the day staff will re-apply sun screen. A permission form for the staff to apply sun screen will be sent home early in spring with details of cost. If you prefer to have your own sun screen please label it with your child's name, notify staff and store in their cubby.

PARENT ISSUES AND CONCERNS POLICY

Updated November 16, 2017

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parent/guardians bring forward issues or concerns. Parent issues or complaints are not a "serious occurrence". An allegation of abuse would be a serious occurrence and the serious occurrence policy is to be followed.

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.

Information about this policy and the process to be followed is included in the Parent Information Package. Information about this policy will also be posted on parent information boards and the contact information for the Licensed Child Care Programs Supervisor will be posted.

All issues and concerns raised by parents/guardians are taken seriously 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 parents/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business days. 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 modelling for children. Harassment and discrimination with therefore not be tolerated from any party.

If at any point a parent/guardian, provider staff, student or volunteer 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 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 re 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/childrensaaid/reprotingabuse/index.aspx>

PROCEDURE

- Parents/guardians will be informed of the Jamesville Feedback Policy. Information about the policy is in the Parent Information Package and parents/guardians will be given a copy of the Jamesville Feedback Policy in the format that they choose (i.e. electronic or hard copy)
- Staff who receive communication about a concern or issues will ensure the parent/ guardian is aware of the Jamesville Feedback Policy, will provide a Jamesville Feedback Policy form if the parent wishes to put their issue or concern in writing, and will document the communication in detail in the child care program daily log:
 - 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, including the general category of concern i.e.: program related, Centre or Operations related, Staff related, Student/volunteer related;
 - Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- Staff will inform the Supervisor of the communication received and the documentation completed. The Supervisor will inform the Executive Director.
- The Executive Director will report any compliance with licensing requirements issues or concerns to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
- Issues/concerns that are reported through the Client Feedback Form will be addressed as outlined in the Jamesville Client Feedback Policy.

**JAMESVILLE CHILDREN'S CENTRE
JAMESVILLE BENNETTO COMMUNITY CARE
CLIENT FEEDBACK POLICY**

We are committed to:

- Being responsive and open to any suggestions or concerns made by you
- Being solution focused to address the concerns of all who are involved
- Making every effort to include suggestions when we made changes or develop our services/ programs

PURPOSE:

- Outline the rules and guidelines that we follow to respond to concerns and suggestions
- Make sure that there are processes in place for you to provide feedback
- Help us to address all concerns by keeping records of them so that we can review, resolve and monitor the outcomes
- Encourage you to give suggestions as your feedback makes us stronger
- Have a process in place for us to receive, review, incorporate and monitor the outcomes
- Confirm that both you and staff are aware of the details of this policy

POLICY:

The client feedback policy ensures that all feedback and concerns are recorded and responded to fairly, and in a timely manner. The Executive Director of Jamesville Children's Centre has the overall responsibility for this policy. The Supervisors of Jamesville Children's Centre and Jamesville Bennetto Community Care are responsible for managing the Client Feedback Policy and will forward all concerns to the Executive Director.

We encourage you to offer suggestions or concerns about the organization, the activities or the behaviour of volunteers or staff to use the Client Feedback Form. If you have used the formal process but are not satisfied with the results, you have the right to contact the Chair of the Board of Directors yourself. This information can be obtained from the Executive Director. All clients, staff, students and volunteers of Jamesville will be informed about the Client Feedback Policy. Clients will get a copy of this policy.

Through this process we will:

- Record, review and store all suggestions and concerns for future planning
- Address all concerns in a confidential manner (only those who need to know will be informed)
- Ensure all concerns will be considered and reviewed in a fair manner (no action will be taken until all information is gathered and reviewed)
- Always be respectful of those who have concerns and will not treat them differently than any other person using our services
- Keep all information related to the concern in a Client Feedback File and not in an individual client or staff file

As a client you have the right to have a support person with you during any discussions about your concerns with Jamesville Children's Centre or Jamesville Bennetto Community Care.

**JAMESVILLE CHILDREN'S CENTRE
JAMESVILLE BENNETTO COMMUNITY CARE
FEEDBACK PROCESS**

****It is important to know that all formal concerns must be in writing - signed and dated****

When submitting a suggestion, please do so in writing through the mail or give the feedback form in a sealed envelope to any Jamesville Children's Centre or Jamesville Bennetto Community Care staff.

Please review the process below before sharing your concerns:

Step 1

Put your concern in writing using the feedback form that can be found at the front entrance of the Children's Centre.

Step 2

We will contact you within 5 business days of receiving your concern to let you know the concern has been received.

Step 3

We will give you a copy of the Client Feedback Form, if you did not make one.

Step 4

If needed we will ask you for any missing information we may need to complete the form.

Step 5

You will be asked to sign the Client Feedback Form, if you have not already done so.

Step 6

We will contact you within 2 weeks of confirming we received your completed form to set up a meeting. At this meeting we will discuss your concerns and work towards resolving them. If a meeting is not possible, we will try to resolve your problem by phone or by letter.

Step 7

We will contact you in writing within 3 business days of that meeting to share what took place, what was discussed and what was agreed upon.

If no solution has been made, the Executive Director will take your concern to the Board Chair and that individual will contact you within 5 business days of receiving the documents.

**JAMESVILLE CHILDREN'S CENTRE
JAMESVILLE BENNETTO COMMUNITY CARE
CLIENT FEEDBACK FORM**

Please complete and submit this form to and Jamesville Children's Centre staff in a sealed envelope and inform them if you require a copy for your records.

- What program location did you use? _____
- When did you receive the service? (please include dates) _____
- Who did you deal with? _____
- Is this a concern or a suggestion? _____
- Please describe your experience: _____

- Would you like us to contact you regarding this concern or suggestion? Please circle one:

Yes No

Please provide your contact information so that we can contact you/record your concern/suggestion:

Name: _____

Address: _____

City: _____ Postal Code: _____

Phone: _____ Email: _____

Signature:

Date:

Office Use only:

Date Received: _____ Staff Responding: _____

Date of Response: _____ Reviewed By: _____

Has concern been resolved? Yes No Details: _____

EMERGENCY MANAGEMENT POLICY AND PROCEDURES

Jamesville Children’s Centre and Jamesville Bennetto Community Care programs have developed and adopted an Emergency Management Plan that sets out policies and procedures to follow in the event of an emergency. Some situations may require the evacuation of the premise, in the event the building is not cleared for return the children will be escorted to our evacuation sites located at:

Bennetto Elementary School; 47 Simcoe Street E. (905) 528-6341 (for Jamesville CCC)

Bennetto Community Centre; 450 Hughson Street N. (905) 546-4944 (for Jamesville Bennetto)

The Executive Director and supervisors will notify you over the phone and through our Sandbox Parent Portal if this situation occurs. Please ensure that you contact information is current at all times.

In the event that the Child Care Centre will not be able to open due to an unforeseen disaster on premise, the Executive Director and supervisors will call you to inform them of the closure. A serious occurrence report will be filed with the Ministry of Education by the Executive Director immediately upon informing all parents.

QUALITY ASSURANCE

Jamesville Children’s Centre and Jamesville Bennetto Community Care program are committed to providing a program that delivers high quality service to children and families. We will fully participate in the quality assurance program/initiative developed by the City of Hamilton, and investigate and participate in staff development that supports quality in the classroom. This will be evident in all aspects of the program and supported by all staff.

CITY OF HAMILTON FEE SUBSIDIES

Parents who are eligible for fees subsidies through the city of Hamilton must provide verification before a child can start in the program. Parents are responsible for fulfilling all requirements of their contract with the City. If parents become ineligible for subsidy then they will be responsible for paying the full child care fee. As well parents are responsible to cover any payment not covered by the city for example excess use of absence days. Parents are responsible to update subsidy and book required appointments.

If your child is absent from the program for whatever reason, please call to inform us. Most subsidized families are entitled to 2 weeks’ vacation time. Please use these days responsibly.

HEALTH AND SAFETY

SUSPECTED CHILD ABUSE REPORTING

It is the legal responsibility of any staff, student or volunteer that has reasonable grounds to suspect a child is being abused to make a report to the appropriate agency.

INCLEMENT WEATHER CLOSURES

The Centre may have to close for emergency reasons due to inclement weather. Please be advised that if the Hamilton Wentworth District School Board or the Hamilton Wentworth Catholic District School Boards close, then Jamesville Children's Centre and Jamesville Bennetto Community Care will close as well. Parents are still responsible to pay fees for these instances.

ILLNESS OR INJURY

If your child is unable to participate in the regular program including daily outdoor play it is recommended that they remain at home. When your child has been off sick please ensure they are vomit, diarrhea, and fever free 24 hours before they return to school. This is in the best interest of all children in the Centre and will help minimize the risk of spreading illness. We ask that any child how displays any of the following remain at home:

- Fever
- Diarrhea
- Vomiting
- Yellow/green discharge from eyes or nose
- Unexplained rash

Children with a contagious disease will be excluded from the program for the recommended period of time. Please refer to the table on the next page, which are recommendations of the Public Health Department. A doctor's note maybe requested for re-admission into the program.

If your child becomes ill or is injured while in our care parents will be notified immediately and arrangements will be made to have the child picked up as soon as possible. If we are unable to locate the parent then we will proceed to call the emergency contacts as designated by the parent. In the case of injury or illness requiring immediate medical attention the child and his file will be transported to the nearest hospital while the parent is being contacted with pertinent information and instruction on where to meet staff and child. It is very important to keep all contact information up to date and to notify staff if you will be somewhere other than your contact # during the day.

ILLNESS & PROGRAM EXCLUSION TABLE

Exclude A Child With Any Of The Following Conditions:

Diarrhea	until 24 hours after last diarrhea bowel movement
Giardia	until diarrhea has stopped
Impetigo	until 24 hours of antibiotics
Influenza	until 5 days after symptoms began
Measles	until 4 days after rash appeared
Meningitis (bacterial or viral)	until child is recovered, decision to be made by physician
Mumps	until 9 days after swelling began
Pertussis (whooping cough)	until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics
Pinkeye (yellow or white discharge)	until 1 full day of antibiotic treatment
Pinworms	until 24 hours after treatment is started
Pneumonia	until seen by a physician and permitted to return
Ringworm (body)	until treatment has started; keep child from swimming/wading pools, and water play until treatment is complete
Rubella (German Measles)	until 7 days after onset of rash
Scabies	until 24 hours after treatment
Scarlet Fever	until 24 hours after starting treatment
Strep Throat	until 24 hours after antibiotics are started
Vomiting	until the vomiting stops, or it is determined that the vomiting is caused by a non-infectious condition

ADMINISTRATION OF MEDICATION

Jamesville Children’s Centre and Jamesville Bennetto Community Care staff will administer prescription medication only. It must be in the original container. The drug store label must have the child’s name the date and instructions for administration and storage on it. The parent will be asked to fill out an authorization form to allow the classroom teacher to give the medication. It is preferable that arrangements be made to give medication at home. **We will not administer over the counter drugs.**

Topical creams such as antibiotic cream or sun screen may be applied by staff. An authorization form must be completed by parent prior to application of any ointment. Parents are to review authorization daily until prescription is complete. Please do not leave any prescription or cream in your child's cubby. All medication will be stored in a locked container while on premises.

SAFE ARRIVAL AND DEPARTURE

Children depend and need the security of regular routine. We recommend you establish a regular arrival and departure time for your child. Please do not leave children for an excessive long period of time. We recommend maximum 7-8 hours for a full day program. On arrival please bring your child into the program and inform staff that the child is present similarly when departing please make sure staff know you are leaving with your child for the day. Your child's arrival and departure times will be recorded on the daily attendance.

Unless prior arrangements have been made your child will not be released to any unauthorized person. If someone else will be picking up your child you must notify staff that day in person or by phone call. Anyone picking up a child for the first time (including a parent) will be asked to show identification. It is up to the parent to determine if the person picking up your child is mature and responsible enough to handle this responsibility.

Sleep Policy

General

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Children under 18 months of age will be provided time to sleep based on their individual schedules, and will be assigned to a crib.
- Only light, breathable blankets will be used for infants.
- All children 18 months and older will be provided time to sleep for a period of no more than two hours each day, and will be assigned to a cot.
- Where children are sleeping in a separate sleep room or area, their names will be listed on the White Board so that staff can immediately identify which children are present in the room/area.

Placement of Children for Sleep

- Children under 18 months of age will be placed in their assigned cribs for sleep.
- Children over 18 months of age who sleep will be placed on individual cots for sleep.
- All children who are younger than 12 months of age will be placed on their backs to sleep in accordance with the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)", unless other instructions are provided in writing by the child's physician. Parents of these children will be advised of the centre's obligation to place their child(ren) to sleep on their backs.

Consultation with Parents

- All parents of children who regularly sleep at the child care centre will be advised of the centre's policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable. This information will be available to parents in the Parent Handbook and on our Parent Information Board.
- The Executive Director or Centre Supervisor will consult with parents about their child's sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room, or at the parent's request).
- Written documentation will be kept in each child's file to reflect the sleep patterns identified by their parent, and updates to the documentation will be made whenever changes are communicated to the child care centre.
- All sleep arrangements will be communicated to program staff by the Executive Director or Centre Supervisor after meeting with the parent/guardian.

- Parents will be advised by the supervising staff of any significant changes in their child's behaviours during sleep and/or sleeping patterns.
- Staff will document their observations of changes in a child's sleep behaviours in the daily written record.
- Any changes in sleep behaviours will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the child's parent.

Direct Visual Checks

- Direct visual checks of each sleeping child (i.e. every child placed for sleep in a crib or cot) will be conducted to look for indicators of distress or unusual behaviours. Direct visual checks will be documented by staff by Infant Sleep Time Direct Visual Check Chart.
- Direct visual checks are not required for children engaging in quiet activities, but these children will be supervised at all times.
- For infants (children under 18 months of age), direct visual checks will be completed at a frequency based on consultation with each parent and may be increased based on the observed sleeping patterns and/or medical needs of each infant.
- The frequency of direct visual checks and the steps to complete them will depend on the typical sleep patterns of each child and their age, as identified in the sleep supervision procedures provided in this policy.
- Staff will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of sleeping children.

Use of Electronic Devices

- Where electronic devices are used to monitor children's sleep, staff will:
 - **not use electronic sleep monitoring devices to replace direct visual checks;**
 - check the monitor daily to verify that it is functioning properly (i.e. it is able to detect and monitor the sounds and, if applicable, video images of every sleeping child); and
 - actively monitor each electronic device at all times.

Additional Policy Statements

Any infant under the age of 12 months will have the joint statement on safe sleep included in their enrollment package. Children who do not sleep will be monitored at all times and will be allowed to engage in quiet activities. Reduced ratios will be allowed during sleep time, however, ratios will be maintained when children are awake or active. Checks of electronic devices will be documented in the classroom daily log.

PARENT PARTICIPATION/ ORIENTATION CHECK LIST

PARENT PARTICIPATION

Parents are encouraged to participate in the program on a regular basis. Please join us for trips, special activities, and special occasions. If you have any special talents please share with your child's teacher as they may be helpful in our program.

Please take a few minutes to complete the following check list to ensure that all you need to know to help with child having a great start at Jamesville has been covered.

ORIENTATION CHECKLIST

Did you have a tour of the Centre?		
Were you introduced to staff?		
Did you review the enrollment package with the supervisor?		
Did you review the health history form with the supervisor?		
Were you shown the following: Parent Information Board		
Children's Program Board		
Menu Board		
Are your child's personal belongings all labeled?		
Did you bring a change of clothes for your child?		
Does your child's have all clothing items appropriate for weather conditions		
Have all your questioned been answered?		

NEW REQUIREMENT TO POST SERIOUS OCCURRENCES IN LICENSED CHILD CARE PROGRAMS

Dear Parent/Guardian:

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed Child Care Centres and private-home day care agencies work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario government has introduced a new policy that requires licensed child care Centres and private-home day care agencies to post information about serious occurrences that happen at a Centre or a home location effective November 1, 2011. To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the Centre or home location in a visible area for 10 days.

A serious occurrence could include:

- Death of a child,
- Abuse/Neglect or Allegation of Abuse/Neglect,
- Life threatening injury or illness,
- Missing or Temporarily unsupervised children,
- Unplanned Disruption of Service.

Licensed Child Care Centres and private-home day care agencies are already required to report serious occurrences to the Ministry of Children and Youth Services, which is responsible for child care licensing. This new policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This new policy supports the government’s efforts to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at: <http://www.ontario.ca/ONT/portal61/licensedchildcare> .

**Smoking is NOT Permitted
in the Childcare Building,
School Building, or
Parking Lots that
surround both
Jamesville Children's
Centre and
Jamesville Bennetto
Community Care.**