



## **PARENT HANDBOOK Before and After School Care & Camp Programs**

Main Site: Heritage Green Child Care  
360 Isaac Brock Dr.  
Stoney Creek, ON  
L8J 2R2  
905 573 3822

Web Site: [www.hgchildcare.com](http://www.hgchildcare.com) Fax: (905)573-3006

[hgcc@hgchildcare.com](mailto:hgcc@hgchildcare.com)

Director: Karen Tabone

“Imagination is more important than knowledge. For while knowledge defines all we currently know and understand, imagination points to all we might yet discover and create”

Albert Einstein

**Main Site:**

**Heritage Green Child Care**

Located in the Heritage Green Family Church (back doors)

360 Isaac Brock Drive

Stoney Creek ON L8J 2R2

(905) 573-3822

[hgcc@hgchildcare.com](mailto:hgcc@hgchildcare.com)

**Before and After School Age Programs:**

**Heritage Green St. James** (Located at St. James the Apostle Elementary School)

29 John Murray Street

Stoney Creek ON L8J 1C5

[stjames@hgchildcare.com](mailto:stjames@hgchildcare.com)

Cell: (905) 929-3822

**Heritage Green Mount Albion** (Located at Mount Albion Elementary School)

24 Kennard Street

Stoney Creek, ON L8J 2E5

[mountalbion@hgchildcare.com](mailto:mountalbion@hgchildcare.com)

Cell: (905) 531-3822

**Heritage Green Tapleystown** (Located at Tapleystown Elementary School)

390 Mud Street East

Stoney Creek, ON L8J 3E6

[tapleystown@hgchildcare.com](mailto:tapleystown@hgchildcare.com)

Cell: (905) 541-7390

Dear Parents:

The Director, Supervisors and Staff welcome your child and family to our Centres. We look forward to getting to know you and your family. We have prepared this handbook so that you will know what you can expect from us and what we will expect of you. We have included many of our policies and procedures, so that our operations are transparent and informative. Our practices are guided by the Child Care Early Years Act, 2014, the College of Early Childhood Educators' Code of Ethics and Standards of Practice, How Does Learning Happen? and our own Policies and Procedures. If you have any questions or concerns, please contact us and we will be happy to help you.

Thank you,  
Karen Tabone, B.A.,H.Dip.Ed,RECE.,AECEO.C  
Director

### **History and Inception of our School Age Programs**

Heritage Green Child Care Inc. is a Non-Profit Child Care Centre, which commenced operation on November 10, 1993. The child care opened with only six children and three staff, but within one year, was filled to capacity. Heritage Green Child Care Inc. acquired a Purchase of Service Agreement with The City of Hamilton, and Norfolk County and have grown over the years to serve hundreds of families. Since 2003, we have also participated in Raising the Bar, an accreditation program for quality care, and now participate in the City of Hamilton Quality initiative.

Due to the high need for quality and affordable before and after school care within our community, Heritage Green Child Care Inc. opened a second licensed site in September of 2006. To support the needs of the parents, Heritage Green School Age Program, offered before and after school care for children attending both Mt. Albion and St. James School. Heritage Green Mt. Albion opened in September 2, 2014 at Mt. Albion School and Heritage Green St. James opened on September 5, 2017 at St. James School, thus closing the original School Age Program on June 30, 2017. Heritage Green Tapleystown also opened in September of 2015 at Tapleystown School. A second child care site has been approved for construction by the Government of Ontario and HWDSB, and is scheduled to be completed by Fall, 2021. This new child care facility will be built at Mt. Albion School. Our school age programs offer full day programs during PA Days as well as March Break Camp, Summer Camp and Winter Camp.

### **Governance**

The Child Care Centre and the School Age Program is governed by Board Members who control its' operation under Regulations required by law set forth by the Consumer and Corporate Affairs Branch of the government as well as the Ministry of Education. Other agencies that govern our operation are the City of Hamilton Public Health Board and the Municipal Fire Department. These regulations as well as a Ministry approved Operations Manual and Board Members Manual is the framework used by the Board to operate the Centre. Under the Board Members are the Director, Supervisor and Assistant Supervisor as well as the remaining program staff and support staff.

The Board is required by law to have a specific composition and specific positions to be filled. They must also have internal By-laws, which are used to govern it. These must be approved, and consist of responsibilities of members, parliamentary procedures and election procedures. There are currently four members on the Board who fill the positions of President, Vice President, Secretary, and Treasurer. There is also a requirement to have one third parent user on content on the Board; we currently have four volunteers.

It is the responsibility of the Board to ensure regular planning is carried out, all legal requirements are met, fair personnel policies for the staff are established and maintained, financial viability of the Centre is followed, ensure that quality child care and education compliments parent's child rearing responsibilities, carry out annual board and program evaluations, make informed decisions and maintain an overview of the Centre's operation on behalf of the general membership. The parents of the children enrolled in the Centre play a key role in its operation. They are responsible for the nomination and election of the Board and the evaluation of the Program and the Board.

## Program Statement

Heritage Green Child Care Inc. is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and capable, and as active participants in all aspects of the program.

A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. *How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)* is the document used by Heritage Green Child Care Inc. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. *How Does Learning Happen?* is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:



**Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, 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 inquiry, they 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 four foundations apply regardless of the child's age, ability, culture, language, geography, or setting.** Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

**Goals:**

- All school age staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, and exercise.
- All school age staff will support positive and responsive interactions among the children, parents, and child care providers. The Director, Supervisor and Board of Directors will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual.
- All school age staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to manage powerful emotions and maintain focus and attention). Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help children learn to self-regulate, which is a crucial component of quality care.
- All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators
- All school age staff 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 the interests of the child, and supported by all the adults in the child care environment, and be inclusive of all children, including children with individualized plans. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.
- All school age staff need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.
- Each child will experience indoor, and two hours of outdoor play (weather permitting during a full day program) as well as quiet and active times, always being mindful of each child's needs and parental direction. School age children who attend before and after school care are required to be outside for a minimum of 30 minutes per day (weather permitting).
- Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, text, e-mail or through written and posted

communication tools. Communication needs to come from all members of the organization, the Board of Directors, the Director, the Supervisor and all staff.

- Parents will be directed to resources outside of the centre if necessary and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families. Three of our centres are located in schools, so relationships with principals, faculty and teachers are critical. We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community
- The organization 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 school age staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

### **Program Statement Implementation Policy**

- All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Sign Off binder prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis.
- The Director or Supervisor will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. The Director must be confident that the staff, volunteers or students are fully aware, and understand the Program statement and its implementation.
- Each classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, can be shared with all parents or guardians of the children in the program.
- The Director or Supervisor will meet on a regular basis with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded, and added to the binder on a regular basis. The Director 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 Director or Supervisor will use all observations, interactions and conversations to monitor all staff.
- Staff will reflect on How Does Learning Happen, by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection on a regular basis.

Heritage Green Child Care wants to ensure that all children have a safe and positive experience that promotes their growth as a learner. To this end, the Director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by our facility (prohibited practices):

### **Prohibited Practices**

Heritage Green Child Care wants to ensure that all children have a safe and positive experience that promotes their growth as a learner. To this end, the Director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by our facility (prohibited practices):

- (a) Corporal punishment of the child;
  - (b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
  - (c) Locking the exits of the Child Care Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;
  - (d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
  - (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
  - (f) Inflicting any bodily harm on children including making children eat or drink against their will.
- O. Reg. 126/16, s. 34.

In the event that the Director or Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Disciplinary Policy that is outlined in the Operations Manual.

Additionally, all Early Childhood Educators have made 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 hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

We keep records pertaining to the implementation of, and staff adherence to, our Program Statement, for 3 years.

- **Note:** References and information in this living document are extracted from:
  1. “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years; and
  2. Ministry of Education’s Extended Day Program

## **Licensing**

The Ministry of Education licenses all Heritage Green Child Care Inc. programs. The Child Care and Early Years Act and its accompanying regulations, form the basis for the licensing procedure. The Centre is inspected annually and a renewal license is issued, provided all requirements are met. The license is displayed in the Centre for parents to review. Please feel free to ask staff for details about any of the licensing requirements.

## **Extended Day Before and After School Program**

Our before and after school program for children from Kindergarten to Grade 6, in keeping with our vision, is to provide children and families with a seamless day from child care to the school day. At this particular age, children are looking for challenges and opportunities to help plan their activities all while building self-esteem and discovering their talents through social, emotional, physical and cognitive play. Our overriding goal is to support children through this discovery and provide environments that are safe, fun, hands-on and play-based.

## **Registration**

A child cannot be admitted to the Before and After School Program without the completion of the appropriate forms. These include personal information about your child, health records, emergency and medical information, as well as permission forms. When completing the registration package, please include the days of the week and times that your child will attend the program. To allow for proper staffing, schedules for children must remain consistent for each week. We are unable to accommodate varying schedules.

All enrolment forms must be given to the Site Supervisor prior to your child's first day. There is a non-refundable \$25.00 registration fee, payable to the Centre upon receiving your child's application form. A visit to the program is recommended, when possible, prior to your child starting.

## **Parent Agreement**

All parents/guardians are required to sign an agreement with Heritage Green Child Care Inc. prior to their child attending the Centre. The form is to protect both the parent and the Program's interests. For some new parents, there are many questions about the program that can only be answered once their child is enrolled. It is for this reason that HGCC offers a two-week trial period. If families are unsure as to whether or not the before and after school program is for them or will not fully meet their needs, they will have the first two weeks of their child's start date to pull them from the program without requiring to give two weeks of written notice.

## **Immunizations**

Your child must be current in all immunizations to attend our programs, as required by the Immunization of School Pupils Act (1990). For information on what immunizations are necessary, please contact your doctor or your local public health office (905 546 5250). If your child is not immunized, for either medical, conscience or religious beliefs, the Centre requires a completed affidavit, that has been notarized. In the event that your child is not immunized, and an outbreak of a vaccine preventable disease occurs, your child will be excluded from attending the program for the duration of the outbreak.

### **Fee Payment Policy/Payment Options**

**Payment is expected before service and is due on the first of every month.** If payment is not received, your service may be suspended. Heritage Green Child Care uses preauthorized debit (PAD). The PAD agreement will be included in your registration package; this form must be returned signed with a void cheque or bank form attached. Payment will be taken automatically from your bank account on the 1<sup>st</sup> of the month or next business day. A monthly invoice will be sent via e-mail 10 days prior to the PAD. There is a \$25 service fee for any returned PAD. After three returned PADS, only cash, certified cheque or money order will be accepted. Other arrangements concerning payments will be made with the Supervisor on an individual basis only. An official income tax receipt will be issued in **January**.

Full child care fees are to be paid for any sick, absent days, statutory holidays, vacation or storm closures that fall on your child's scheduled days. We cannot accommodate rotating schedules; your child's days must be the same every week. Fees are also applicable for statutory holidays during the school year. These include: Family Day, Good Friday, Victoria Day, and Thanksgiving Day. We are not open Easter Monday; no fees will be charged for that day. Heritage Green Child Care programs close at 1:00 pm on Christmas Eve and New Year's Eve. (This may change to a later time or they may not open at all on both days, this will be determined annually, with ample notice given to all families).

### **Fee Subsidies**

Heritage Green Child Care Inc. holds a Purchase of Service agreement with the City of Hamilton. Fee subsidies are available through their offices to those families who qualify. Please speak to the Site Supervisor at each program for more information.

### **Service Termination**

If circumstances change and you plan on altering your child's schedule to fewer days or you wish to withdraw your child from the program, please note that we require two weeks **WRITTEN NOTICE** in advance of the withdrawal date. Fees must be paid up to and including your child's last day, prior to withdrawal. Payment in lieu of notice will apply in the event that withdrawal notice is given within less than two weeks of the child's final date of attendance. This payment shall be equal to two weeks of fees regardless of attendance. For example, if only one-week notice is received, fee payment for two weeks will be applied to the account. (The week attended plus the additional week). Parents would have the option of continuing to attend for the final week.

### **Waitlist Policy/September Registration**

In order to be placed on the waitlist, a parent/guardian can complete the waitlist form available on the website at hgchildcare.com. At that time, you will be contacted by the School Age Program Manager or Site Supervisor by email to confirm that your child has been placed on the waitlist. There is no cost to be placed on the waitlist for any site. You will be notified the length of the waitlist and if there is availability. Spaces cannot be confirmed at the time of placement on the waitlist, only the possibility of placement. The length of time on a waitlist does not guarantee a space. If you are registering your child for a September start, you will be sent a copy of the enrollment form to complete at this time. Once confirmation of a spot becomes available, you will be contacted to confirm a start date. At that time, you will be required to complete and return a Pre-Authorized Debit form. A \$100 non-refundable deposit will be required once your child has

been given a spot in the program and has established a start date. Should you choose to cancel your request for care once the deposit has been made, it will not be returned. Only extenuating circumstances may be considered for a refund and will be at the discretion of the Director. Out of the \$100 non-refundable deposit, \$25 is a one-time registration fee. The remaining \$75 will be applied to your first month of fees. Spaces will first be given to children already registered in the program who wish to add or change days. Spots will then be given to siblings of children enrolled in any program within the organization, in order to keep families together. Families seeking full time will also have a higher priority.

### **Hours of Operation**

All Before and After School Age Programs open at 7.00 am. Children will be taken to their classroom and picked up at the appropriate bell times. The Program closes promptly at 6.00pm.

### **Ratios of Staff to Children**

**Kindergarten: 1 to 13**

**School age: 1 to 15**

### **Drop off and Pick up**

We must insist that you bring your child into the room and personally greet staff so that they are aware your child has arrived. The same applies for the evening. Please say goodnight so that we can mark your child off on the attendance and tell you about your child's day.

### **Pick Up**

Please make sure that if you cannot pick up your child, you inform the school age staff who will be picking them up by phone, text or in person. This information must be made by the parent/guardian, and not the child. **Please do not e-mail.**

Please make sure:

- The person is familiar to your child
- Is on the authorized list to pick up your child
- Has and is willing to show a picture I.D.
- Is over the age of 16.

An intoxicated person (yourself included) will be denied access to pick up any child for safety reasons. Please make sure that the person designated to pick up your child has an appropriate car seat for your child

### **Pick Up Policy for Separated/Divorced/Estranged Parents**

If a legal document has not been signed by both parents, or there is no court document, the child/children can only be picked up by the parents. Anyone else picking up the child/children must be authorized by BOTH parents, and there must be written documentation giving consent. There is NO exception to this policy, unless a parent has sole custody.

### **If your Child is Absent**

If your child will not be attending the program, or will be picked up directly from the school, you must contact the Before and After School Program, prior to bell time, to notify them that your child will not be in the program. If your child will be picked up directly from school, you will need to notify your child's teacher as well as the program so that everyone involved, including your child, will know what to expect at the end of the day. If staff are expecting your child, and you have picked them up, or they are not at school, it can become a very scary situation for school age staff and classroom teachers if they do not know where your child is. This process can be easily avoided if staff are notified prior to the afternoon bell. If this becomes a common occurrence, the Centre will ask you to make alternate arrangements for care.

### **Late Fee Policy**

Late fee charges will apply after 6.00pm. The fee of \$15 for the first 15 minutes or part thereof (per child) past 6.00pm, and \$1.00 per minute following that. Calling ahead is appreciated and expected but it does not excuse you from paying the late fee. If you cannot be contacted, and no one on your emergency list can be reached, at 7pm, child services will be called to pick up your child, so it is important to call as soon as possible to inform us that you are late. We understand emergencies happen, but we expect you to take measures to ensure that other people can pick up your child. All programs close promptly at 6.00pm. The late fee will be charged to your account. If this becomes an ongoing problem, the Centre will ask you to make alternate arrangements for care.

### **Parking**

**Mount Albion:** Please park in the parking lot closest to the Kindergarten door at the lower parking lot of the school.

**St. James:** Please park in front of the door leading to the school age program in the left parking lot of the school.

**Tapleystown:** Please park in the parking lot closest to the old school house, to the left of the main entrance. Please push the Handicap button beside the door to gain access into the school.

### **Children's Personal Belongings**

Please ensure any items are labeled with your child's name. Heritage Green Child Care Inc. is not responsible for any lost or damaged items.

### **Closures (Weather related)**

Winter closures due to weather will be announced on 102.9 K-LITE FM as well as CHCH News. If the school board closes due to bad weather, **the program will not open**. If the school closes during the day due to inclement weather, the after school program will **NOT open** and you will be required to pick your child up from school.

### **Emergency Closure Policy (other than weather related)**

In the event that the Child Care Centre or any of the Before and After School Programs are unable to safely accommodate children upon opening due to flood, fire, loss of power, heat or water, vandalism etc., the following procedure will be followed:

- Staff will attempt to notify each family by a phone call to tell them of the closure. If staff can not access the phone numbers, a notice will be posted on the website and Facebook page. An email will also be sent to each family notifying them of the closure and when they expect the program to reopen. Families will be kept notified of any developments and when the program will reopen as soon as possible by email. All information will also be updated on the website and Facebook page.
- Credit or refund will not be given unless the closure lasts for an extended period of time (3 days) and the program can not be placed at an alternative location.
- Under any of the above circumstances, if closure of the Child Care Centre is expected to exceed five working days, every effort will be made to move the centre to an alternate suitable location, based on Ministry of Education and the local municipal government approval.
- All decisions regarding centre closure will be made at the discretion of the Executive Director, and Board of Directors, taking into consideration the safety and health of the children. This will be communicated to parents with as much notice as possible.

### **School Closure Policy (due to strike)**

In the event of a closure of the Before and After School Program due to a strike with any union member employed by HWDSB and HWCDSB, every effort will be made to provide full day care during the length of strike.

If a full day program can be offered in the school:

- Families can register their child, on a first come, first served basis for any full day strike program. Children who attend St. James the Apostle School will attend the full day program at St. James unless otherwise stated. Children who attend Mount Albion or Tapleystown School will attend the full day program at Mount Albion.
- Credit or refund for Before and/or After school fees will not be given to families who do not attend the full day strike program. (This may be revised based on the length of the strike, and will be decided on a case by case basis. All parents will be notified of any changes to this policy)
- Families who register for the full day strike program will pay only the difference of the full day fees and that of which has already been paid that day for before and/or after school fees.

If a full day program cannot be offered in the school:

- Fees paid for the Before and After School Program will be credited on the following month's invoice if the strike lasts for more than 3 days.

## **Pandemic Policy**

Heritage Green Child Care Inc. is required to follow guidelines set out by the Public Health Agency of Canada, Ontario Ministry of Health, and the Regional Public Health/Medical Officer of Health for proper infection prevention. Our responsibility is to ensure infection prevention practices are carried out properly to prevent the spread of illness among employees, placement students, children and volunteers. Policies and procedures are assessed and monitored to ensure our employees, placement students, and volunteers are consistently and carefully carrying them out.

## **Infection Prevention**

All school age programs will take all steps required to ensure a safe and healthy environment in all our programs including:

- Early identification of ill employees and children
- Isolating children who become ill during the program until they are picked up
- Sending employees home should they become ill during the day
- Sending children home if they have been exposed to an identified contagion
- Sending staff home if they have been exposed to an identified contagion
- Following all governmental/public health recommendations related to removing staff, children, and parents from the program if they have been exposed to a potential health risk.
- Requiring an employee, placement student, or volunteer who has been placed in quarantine or has a contagious illness to acquire a fit for duty or medical clearance before they return to the organization
- Requiring an employee, placement student or volunteer who has travelled or been in contact with someone who has travelled to areas deemed a health risk to follow government guidelines regarding self-isolation
- Requiring employees to sign a declaration stating they have not traveled during a pandemic or have been in contact with someone who has travelled to areas deemed a health risk.

## **Cleaning and Disinfecting**

All school age programs will follow guidelines as directed by Public Health, as well as HWDSB and HWDCSB to ensure that all cleaning and sanitizing policies are followed at all times. Staff will create a cleaning and disinfecting schedule that will be followed on a daily basis.

**All tables must be washed with soap and water if physically dirty, or OXIVAR if the surface has been cleaned, and then sprayed with OXIVAR and allowed to air dry before snacks and meals, and after snacks/meals. Children will be removed from the table during this time.**

Increased frequency of cleaning and disinfecting during an outbreak to reduce the spread of germs will be followed.

## **General Hygiene**

All children and adults, including staff will wash their hands with warm soapy water upon entering the program. Hand sanitizer can be used by adults if needed. Every toy, container, toy shelf, and surface of the school age program must be maintained in a clean and sanitary condition.

### **Alcohol-based hand sanitizers**

Alcohol-based hand sanitizers are not recommended for routine use and when hands are visibly soiled. However, hand sanitizers are useful when a sink or running water is not available. Be sure to choose a product that is alcohol-based. Products that are not alcohol-based will not kill germs. Because they contain 60 to 90% alcohol, hand rubs are a hazard and can be harmful if swallowed by children. Heritage Green Child Care does not use alcohol-based sanitizers with the children in the child care program.

### **Toys**

- Toys and all equipment are washed and disinfected on a rotating daily basis to ensure that all toys have been cleaned and disinfected at least once per week. Toys are washed in the classroom sink, first in warm soapy water, then rinsed and left to air dry. OXIVAR is sprayed on the toys and then left to air dry. Toys that are mouthed are put into a bin immediately and washed later. Toys that are used by many children on a daily basis are to be washed more frequently than once per week.

### **Furniture/Flooring**

- **Frequently touched surfaces such as taps, door knobs, paper towel dispenser, and toilets will be disinfected several times through out the day.**
- All shelves will be washed weekly using a soap and water solution followed by OXIVAR and allowed to air dry for 5 minutes.
- Carpets are vacuumed daily and steam cleaned every 3 months or as needed.
- Chairs and other large equipment will be washed weekly or as needed.
- All floors are washed after each snack and meal or after messy play.

### **Sensory and water play tables**

- Sensory and water tables, as well as any toys used, will be washed, rinsed and disinfected after each play session.
- Each child will wash their hands before and after using a sensory or water table.
- Children who are sick, including those with open sores or wounds, will not be able to play in the sensory or water table. Individual bins for sick children can be used but materials must be discarded after each use.
- Sensory and water tables will not be used during an outbreak.
- Water will be discarded after every use or every couple of hours, whichever is shorter.
- Sensory and water play tables will be covered when not in use.
- Discard confetti, paper and other sensory items will be discarded after a maximum of five uses, or if visibly soiled or wet.

- Food products will not be used.
- Natural products such as pinecones and leaves can be used for up to 5 days and will then be discarded as they can not be sanitized.
- Toilet paper rolls, egg cartons and trays previously used to store hazardous food items (e.g., Styrofoam meat trays) should **not** be used.
- All bins and sensory tables will be cleaned and disinfected when the sensory material is changed.

### **Illness**

When your child is ill and will not be attending the program, please inform the program as soon as possible. This can be done via text, e-mail or phone call. Again, you will still be required to pay your regular fees if your child does not attend. If your child is picked up early from school or goes home sick, please call the program and leave a message on the machine so that the teacher is not waiting to pick them up from school.

A child with diarrhea, a fever of 100.4 degrees or more, or with unknown marks or rashes will not be admitted to the program. A teacher has the right to refuse a child due to illness at their discretion. Children with pink eye (conjunctivitis) will also be sent home but can return once they have received eye drops for 24 hours.

### **Medication**

All medications given to your child must be accompanied by a Medication Record, please ask the Supervisor for this form. Staff cannot administer medication unless it is prescribed by a doctor and must be in the original container with the child's name, time, dosage, name of medication and doctor clearly labeled.

### **Administering Medication**

- Prescription medication must be in its original container with the child's name, dosage and name of the medication and the doctor's name.
- Only the Supervisor, Assistant Supervisor or designate in the absence of both the Supervisor and Assistant Supervisor will administer the medication.
- Medications that are administered on a regular basis such as inhalers may be given by the full time staff in the classroom.
- Appropriate forms, must be filled in and signed and kept on file both in the child's file and the child's classroom. This must be approved by the Supervisor.

**No over the counter medications such as Tylenol, Advil, Motrin or Cough medication will be administered by any staff unless accompanied by written recommendation by the child's doctor. This also applies to all homeopathic medication**

### **Procedures of administering medication**

- 1) Written permission must be given by the parent/guardian of the child by filling out a “Medication Record”.
- 2) The “Medication Record” must be maintained for each child on a daily basis while administering the medication.
- 3) On the “Medication Record”, the parent will include such details as time, dosage, side effects, storage and any special instructions. Staff must check that the parent’s written instructions match any instructions printed on the original container and that the medication is NOT expired.
- 4) The Supervisor or designate will sign the “Medication Record” each time the medication is dispensed. Completed medication forms will remain in the child’s file for three years
- 5) The medication will remain in its original container, clearly labelled with the child’s name, purchase date, name of medication, dosage and instructions for storage and administration.
- 6) All medication must be stored as directed and in a locked container. Any medication that has to be refrigerated will be stored in the fridge in a locked container. Non-prescription medication will also be stored in the in a locked container.
- 7) Side effects should be watched for after giving the child medication. If a child becomes ill, notify the Supervisor
- 8) Please make sure all medication goes home with the parents at the end of the day with the exceptions of onsite inhalers or Epi-pens
- 9) Staff are to give completed medication forms to the Supervisor or designate immediately. Staff are also responsible for taking note of the medication schedule and reminding the Supervisor/designate of the scheduled times for administering the medication
- 10) All medication must be inaccessible to children.
- 11) Leftover medication must be returned to the parent or guardian.
- 12) All medication must be dispensed in a well-lit area.

### **Anaphylactic Policy**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis.

#### Parents

1. The parent will inform the centre of any anaphylactic allergies upon enrollment.
2. The parent will complete the Anaphylaxis Medical Plan which outlines the procedures to be followed in the event the child has an anaphylactic reaction. This should include how to recognize the signs and symptoms of anaphylaxis and how to administer medication.
3. The parent will sign a statement agreeing to the method of training provided to staff.
4. The parent will provide a minimum of two Epi-pens. If the child is registered in the School Age Program, indicate the location of the second Epi-pen on the Medical Plan as it may be located in the school office.

### Staff/Students/Volunteers

1. Staff/students/volunteers will be made aware of any children in the centre at risk for anaphylaxis.
2. Staff/students/volunteers will review the centre's Anaphylactic Policy and any Anaphylaxis Emergency Action Plans prior to employment/placement and annually from then on. Under Sabrina's Law no one can opt out of this.
3. Reviews will be documented with a signature and date.
4. Staff will be trained annually on the administration of an Epi-pen
5. Staff training will be documented with a signature and date.

### The Anaphylaxis Emergency Action Plan

1. The Anaphylaxis Emergency Action Plan will be posted throughout the centre. Eg. The office, classrooms, kitchen. In the School Age Program, a copy will be posted in each classroom that the child may be in as well as a copy kept in the program's binder and emergency bag.
2. A copy of the Anaphylaxis Emergency Action Plan will be kept with the Epi-pen.
3. The Anaphylaxis Emergency Action Plan will include the location of the emergency medicine and the expiry date of any medication.

### Emergency Medications

1. Epi-pens and any other medication that is part of the child's Anaphylaxis Emergency Action Plan, will be kept in the office, unlocked and easily accessible to staff. Children attending the School Age Program are required to wear their Epi-pens at all times in a pouch around their waist.
2. If a child is at risk of anaphylaxis due to an insect sting, one Epi-pen will be kept in the office. The other Epi-pen and other medication that is part of the child's Anaphylaxis Emergency Action Plan will be kept in a pouch in the child's classroom. The pouch will be taken outside onto the playground during outdoor time. The pouch will be kept in the shade.

### Diagnosis of Anaphylaxis

#### **At least 1 symptom:**

\***THROAT** - itching, tightness/closure, hoarseness

\***LUNG** - shortness of breath, cough, wheeze

\***HEART** – weak pulse, dizziness, feeling of passing out

\*If these symptoms present alone this is sufficient for an anaphylaxis diagnosis

AND/OR

#### **2 of 4 symptoms**

**MOUTH** – itching, swelling of lips and/or tongue

**SKIN** – itching, hives, redness, swelling

**GUT** – vomiting, diarrhea, cramps

**NASAL** – sudden intense sneezing/congestion

**\*\*\* DO NOT HESITATE TO GIVE EPI-PEN \*\*\***

### Reduce the Risk of Anaphylaxis

1. Parents are not to bring outside food/drink (aside from water) into the classroom. Parents are not to bring food items to celebrate holidays such as Halloween, Easter, and Valentine's Day etc. Non-food items are welcome.
2. If parents are providing a food substitute due to dietary restrictions (e.g. Celiac Disease) it must be peanut and tree nut free

3. Any food substitutions must be labeled with the child's name.
4. Staff/Students/Volunteers will be aware of the food they are consuming on their lunch or break and take necessary precautions to prevent cross contamination. E.g. Handwashing, avoid eating in the classroom.
5. Staff will use latex free gloves.

#### Administering Epi-pen

1. Hold firmly with the orange tip pointing downward. Remove blue safety cap by pulling straight up. Do not bend or twist.
2. Swing and push orange tip firmly into mid-outer thigh until you hear a "click". Hold on thigh for several seconds.
3. When Epi-pen is removed the orange needle cover automatically extends to cover the injection needle, ensuring the needle is never exposed.

#### Epi-pen Storage

- always store in carrier tube
- keep at room temperature, do not refrigerate
- Epi-pen can be exposed to temperature between 15 C to 30 C
- protect from light
- do not store in a vehicle. Occasionally check the solution through the viewing window, make sure it is not brown, discoloured or cloudy
- do not expose to direct sunlight
- do not store in a vehicle
- do not drop
- keep in outer case
- Occasionally inspect the solution through the viewing window, the solution should be clear. Replace if discoloured or contains particles.

All children that bring food or drinks to the child care site due to allergies or dietary restrictions must ensure that the items are peanut/tree nut free and are labelled with the child's name on it. Food and drinks brought from home will not be shared with other children and are only to be provided at the discretion of the child care supervisor.

All school age children are required to bring a bagged lunch for full day programs. A child's lunch should be in a lunch bag that has their name on it, and all food should be held at the correct temperature by ice packs or kept in a thermos to keep it hot. Children may not share their food with others in case of allergies or dietary restrictions. All HGCC centres are peanut/nut free zones. It is important to respect this policy in order to keep all children safe.

#### Lice Policy

Throughout school and during summer months, lice is always a considerable factor. In such cases, if a staff member suspects a case of lice, a notice will be sent home to all parent/guardians who have children that are in the same group of that child. Staff members reserve the right to check all children during the program for lice. If lice or nits are found on your child, a call will be made to the parent/guardian to notify them of the situation and to request for you to pick up your child immediately. We ask for parent/guardians to carry out their due diligence to limit the spread of lice by checking their child regularly for lice and treating any suspected cases as necessary. Children can only return once they have been treated and are nit free.

### **Minor Accident or Injury**

If your child sustains a bump, bruise, scrape or cut while at the program, appropriate First Aid will be administered. (i.e. ice, Band-Aid and lots of TLC). Our staff will complete an accident report and a parent/guardian's signature will be required at the end of the day. All accident reports are kept in the child's file for future reference and parents will receive a copy. If the injury is of a more serious nature; parents/guardians will be notified immediately by a phone call.

### **Fire Drills**

Each program has a written procedure for fire drills that has been approved by the local fire department. Every staff member is familiar with this procedure, and each room has specific instructions for moving the children safely out of the building. The procedures are posted in each room and drills are carried out once a month.

### **Nutrition/Food Allergies**

Snacks following recommendations from Canada's Food Guide will be provided in the before and after school programs as well as full day programs. Menu plans are posted in the classroom. Any changes made to the snack schedule will also be noted accordingly. Please remember that these are snacks only and are not meant to replace the child's breakfast at home.

For full day programs, children will be required to bring their own lunch. Parents/guardians are encouraged to pack a lunch as well as snacks. These lunches are to adhere to Canada's Food Guide and include one item from each food group. A few examples are: Grain breads, Dairy products such as milk or cheese, Vegetables, Yogurt, Cold meats, eggs, Soy Butter or Pastas. All HGCC sites are to be nut free. Food allergies will be posted in the child's room. Plans will be in place for any children with food allergies. All precautions will be made to protect children with food allergies however we cannot guarantee that food other children may bring in their bags do not contain or have come into contact with peanuts and/or nut products.

### **Before and After School Program Schedule**

#### **Morning Program**

7:00am	Program Opens. Snack is served. Free flow activities.
8:00-8:35	Tidy up classroom and go outside for 30 minutes of outdoor play. During inclement weather, children will gather in the gym, library, or remain in classroom (depending on site)
8:35-9:10	Bell time (depending on site)

#### **Afternoon Program**

3:00-3:30pm	Bell time (depending on site) Children are dismissed and meet in their designated area within the school.
3:00-4:00	Children go outside or play in the gym (Weather permitting)
4:00	Snack is offered. Free play and creative activities offered.
5:15	All groups combine into one designated room (depending on site)
5:30	Table top and quiet activities
6:00	Program closes

### **School Age Program (PA Days and Camps)**

7:00-8:00am	Centre opens. All children arrive in designated room for snack and free play.
8:00-10:00	Children go to their rooms based on their age groups. Free play and creative activities offered
10:00-10:15	Washroom routine, prepare for outdoor play (weather permitting)
10:30-11:30	Outdoor play. If it is raining, or is too hot or too cold, children can have gross motor activities in the gym.
11:30	Return to room, washroom routine, wash hands and tables, prepare for lunch.
12:00-12:30pm	Lunch
12:30-2:30	Free play activities, small group activities based on the children's interests, creative activities offered.
2:30-2:45	Clean room, washroom routine
2:45-4:00	Outdoor play. If it is raining, or is too hot or too cold, children can have gross motor activities in the gym.
4:00	Return to room, washroom routine, wash hands and tables, prepare for snack.
4:00-5:15	Snack is offered. Free play activities
5:15	All groups combine into one designated room (depending on site)
5:30	Table top and quiet activities
6:00	Program closes

### **Professional Activity Days and Camp**

PA days, March Break, Summer Camp and Winter Camps are optional. These programs are offered on a first come first served basis, first to families who attend our before and after school programs, and then to outside families. Full day programs run from 7:00am until 6:00 pm. (With the exception of the early closure on Christmas Eve and New Year's Eve). The location of the sites will be announced prior to signing your child up. PA days and/or camp will not be offered at our Tapleystown site, but children who attend at this program will join the children at one of our other two locations. Calendars of activities for the camps are available approximately eight weeks prior to the commencement of camp. Field trips and off site activities will be included during March Break and Summer Camp. During Professional Activity and early dismissal days, your child may walk to the City Playground for physical activity. This will be fully supervised by staff following the policies and procedures for off site visits to the playground. There is **NO registration fee** if your child is already enrolled in any of our child care or school age program.

### **Concussion Policy**

Heritage Green Child Care Inc. is committed to providing a safe and healthy environment for all children, and is committed to taking steps to reduce the risk of injury. All programs associated with Heritage Green Child Care Inc. are to follow the Concussion Directive as set out by the Hamilton Wentworth District School Board. Before and After School Programs will report any serious injuries including concussion to the Principal immediately and will follow up with the Principal in the days and weeks following the injury.

### **Role of Parents in the Program**

We would like all parents to feel free to stay, visit and observe the program. In doing this we improve communication between parents and teachers.

### **Parent Issues and Concerns**

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

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

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

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

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

### **Confidentiality**

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

### **Conduct**

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

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

### **Concerns about the Suspected Abuse or Neglect of a child**

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, indoor/outdoor program activities, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within one to two business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: program fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-,Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

### **Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors.

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

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

Contacts: Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).

Director of Heritage Green Child Care Inc. or the School Age Program Manager (905) 573-3822

### **Emergency Management Policy**

Heritage Green Child Care Inc. has an emergency management policy. This policy covers but is not limited to, the following emergencies: Fire, gas leak, utility failure, criminal activity, lock down, winter storm, imminent storm, first aid incident, child abuse, missing child, and serious violent activity in the vicinity of the school.

In the event that one of the above occurs, all parents/guardians will be notified by phone or e-mail. In the event that the children are evacuated off site, Mount Albion and St James children will be taken to Heritage Green Child Care at 360 Isaac Brock Drive (905 573 3822) and Tapleystown children will be taken to the Tapleystown United Church at 413 Mud Street (905 662 2677).

### **Safe Schools**

Heritage Green Child Care Before and After School programs are committed to assisting children in self-regulation, and building on the four foundations of How Does Learning Happen? We also want to foster a positive school climate in line with the Boards of Education policies. Children will be encouraged to problem solve whenever possible. However; if a child is in danger of injury or damage to the surrounding area is apparent, then staff will intervene. In a situation where a child is aggressive towards other children or staff, the staff member may be required to call the parent to pick the child up. Inappropriate language, bullying, intimidation, discrimination, disrespectful or aggressive behaviours cannot be tolerated. Every effort will be made to work together with our families and children to increase the child's self-regulation skills in order to prevent repetition of these behaviours. Please be aware however, that after repeated incidents of the above behaviours, your child may be suspended from the program or asked to leave.

### **Self-Regulation and Child Guidance**

- All children will be guided in a positive manner that is appropriate to their age and developmental level
- Staff will model or demonstrate proper procedure, or behaviour, with a direct explanation
- Staff will use clear language, supportive voices and encouragement
- Staff will use positive verbal guidance, which is non accusatory and respectful; labelling, and validating a child's feelings, and clarifying the rules and responsibilities.
- Staff will actively listen to all children and respond in a sensitive manner.
- Staff will state rules and requests in a positive tone
- Staff will reinforce appropriate behaviour, using social reinforcement such as a smile, or a hug, an activity reinforcement, such as engaging in a desired activity, effective praise, that is selective, specific and positive and/or asking the child to engage in self-reflection, assisting them to recognize their own accomplishments
- Staff will ignore **non** disruptive inappropriate behaviour
- Staff will offer choices, this gives children some control over their own behaviour, it shows respect for them as individuals and encourages independence
- Staff will redirect the child by offering a purposeful alternative or giving them a choice of activities
- Staff **will facilitate problem solving** to help the child resolve conflicts
- Staff will use logical consequences that make an obvious connection between the child's behaviour and the action that follows.
- Staff will demonstrate awareness of each child's abilities and difficulties e.g. lagging skills

**Redirection** is the method of solving difficult situations. A staff member will aid the child in leaving the problem area and will be given guidance to find a new area of interest. The child may be given a choice of activities. If this method does not work, then the child will be instructed to sit out for a time of reflection. **THIS IS NOT A TIME OUT.** The child will sit with a staff member while the child is given time to think about their actions. When the child appears to be calm and ready to return to the activities of the room, the staff member will assist them in returning to the activity or finding a new one

### **Child Care Supervision Policy for Students and Volunteers**

Heritage Green Child Care Inc. stands firmly on the vision that all children enrolled in the School Age Program will be effectively supervised at all times. It is the operators' responsibility to ensure that every child who is in attendance of our program are supervised by an adult at all times.

Under no circumstances will direct unsupervised access be granted to anyone under the age of 18 years and who is not an employee of Heritage Green Child Care Inc. Volunteers, Co-Op Students and Placement Students are not to be counted in staffing ratios, and will not be left alone with a child at any time. All Students and Volunteers will be supervised by an employee of HGCC at all times.

**Vulnerable Sector Check Policy**

A Vulnerable Sector Check must be completed for all full time, part time staff, and volunteers working with the children (over the age of 18) and students prior to placement at Heritage Green Child Care Inc. If a person over the age of 18 cannot obtain a Vulnerable Sector Check, they will be required to obtain a Criminal Reference check. Findings of Guilt under the Youth Criminal Justice Act within the applicable disclosure period may appear on a Vulnerable Sector Check or Criminal Reference Check.

**Serious Occurrences**

The safety and well-being of your child in our licensed child care programs are of the highest priority. Heritage Green Child Care and its Before and After School Programs work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes happen. All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence. A summary of the serious occurrence will be posted within the program for a minimum period of 10 days. 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.

*A serious occurrence could include:*

- Death of a child
- Allegation of abuse or neglect
- Life threatening injury or illness
- Missing or unsupervised child
- Unplanned disruption of normal operations

## **Summer Camp Information**

### **Registration**

Summer camp registration opens up in March of each year. An email, explaining the registration process will be emailed out to all families who attended the camp the previous year by the middle of February. Children enrolled in a Heritage Green Before and After School Program will have first preference for camp registration and will have the opportunity to hand in forms at the pre-registration. The pre-registration process as well as the registration nights for families who do not attend a Heritage Green Before and After School will all be explained in the email.

### **Registration Fee**

There is a one-time \$25 registration fee for all families who have not attended a Heritage Green program before. This fee is per family. If your child attends a camp in the future, you will not be required to pay this fee again.

### **Summer Camp Fees**

Camp fees can be paid by an e-transfer, post-dated cheques, or preauthorized debit (PAD). The PAD agreement will be included in your registration package; this form must be returned and signed with a void cheque or bank form. Payment will be taken automatically from your bank account on the 1st of the month or next business day. If paying by cheques, they must be postdated for July 1<sup>st</sup> and August 1<sup>st</sup> and be made payable to HGCC. The first cheque must include the \$25 registration fee for any new families as well as the cost of camp shirts. A monthly invoice will be sent via e-mail 10 days prior to the beginning of the month. There is a \$25 service fee for any returned PAD or cheques. E-transfers must be received on the first day of the week your child attends the camp. If fees are not made, your child will not be able to attend camp until fees are made. You will be required to submit the first week of fees, camp shirt fee and \$25 registration fee if applicable at the time of registration if paying by e-transfer. Cash payment will only be accepted for camp at the main site, Heritage Green Child Care, located at 360 Isaac Brock Drive. An official income tax receipt will be issued to you in January.

### **Summer Camp Changes**

Changes can be made up to April 30th. Please note however; that there will be a \$35 administrative fee applied to each week of changes, per child. For example, if you register 2 children for full time days and you decided to drop them down to 3 days per week, you will be charged \$35 for each week where a change occurs, per child. After May 1st, there will be no refunds for cancellations or changes.

**Regular fees are charged for the days your child is sick, or not requiring care on a scheduled day, as well as unexpected closures.**

### **Hours of Operation**

The Program opens at 7:00 am and closes promptly at 6:00 pm.

The camp will be divided into three age groups: Kindergarten (this includes children who complete SK in June). Grades 1-2 (this includes children who just completed Grades 1 and 2 in June) and Grades 3-6 (for children who just completed Grades 3-6 in June).

### **Bagged Lunches**

Children are required to bring a nutritious bagged lunch for all full day programs. Please ensure that you pack several snacks for your child as well as their lunch as we are very busy throughout the day and the children become very hungry by the end of the day. The camp does provide a small snack but please ensure you send enough food for the whole day. If your child forgets a lunch, the camp will provide your child with food for the day. Please make sure you pack an ice pack so that food does not spoil during the hot summer days. Children are also required to bring a refillable water bottle so that they can stay hydrated throughout the day. All food must be peanut/tree nut free. Please label all food containers with your child's name as well as their water bottle.

### **Food Allergies**

Food allergies will be posted in the child's room. All precautions will be made to protect children with food allergies but we cannot guarantee that food other children may bring in their bags do not contain peanuts and/or nut products.

### **Trips**

Most trips require us to leave the site by 9:00am. The times are indicated on the camp calendar. If your child arrives late for a trip, you will be required to drop your child off at the trip location or find alternate care for your child that day. You will not be refunded for a missed day. Children are required to wear their green camp shirts for all off site trips. If the children will be playing in a splash pad or water, they will be required to wear the camp shirts over top of their bathing suits. Please make sure your child has a complete change of clothes in their bags at all times.

### **Sunscreen**

Children should arrive at camp with their sun screen already applied. This helps to decrease the time used to apply the sun screen on up to 30 children prior to outdoor play each morning. Children will need to have extra sunscreen in their school bag so that it can be reapplied every two hours while on trips or before outdoor play in the afternoon on days the children remain on site. Please make sure your child also has a hat to wear to help prevent sunburn.

We hope that this handbook outlines our policies and procedures for you. It is important to the staff at our School Age Programs that you are clear on the information printed so that you and your child get the most out of this Child Care experience. Please note that any exception to the proceeding policies and procedures must be obtained by the Board of Directors.

Please be sure to read this handbook and sign all consent forms. Remember, if you have any questions feel free to ask the staff.

**Welcome to our Centre.**