



# **STATION ROAD CO-OPERATIVE CHILDCARE CENTRE**

## **PARENT HANDBOOK**

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## **WELCOME TO STATION ROAD**

Welcome to Station Road Co-operative Childcare Centre! We are honoured that you have become a part of the Station Road family. We share a small amount of your child's life and are privileged to be given the opportunity. Our goal is to impact our students' lives educationally, emotionally and socially so they are provided with a strong foundation for the future. We look forward to working as a family to help each child reach goals that are set for them throughout their time at "Station Road". We strive to provide an engaging, fun and personal environment of care to each individual student. We hope that we can exceed all of our families' expectations and want to take this time to personally welcome your family to Station Road!

Station Road is a registered non-profit corporation and is fully licensed by the Ministry of Education. Originally founded by parent volunteers in 1971, our nursery school has been a vital part of the community and children's lives for more than 50 years.

Station Road has opted-in to the Canada-Wide Early Learning & Child Care (CWELCC).

As a co-operative childcare centre, we offer different levels of memberships and our fees vary according to the level of parent participation. The types of memberships are:

**PARTICIPATING:** This requires being a member of the Board of Directors. Positions include: President, Vice President, HR Advisor, Secretary, Registrar, Marketing, Social Events and Treasurer.

**SEMI-PARTICIPATING:** This requires being responsible for an assigned school task. Positions include: classroom cleaner, shopper, newsletter, maintenance and more!

**NON-PARTICIPATING:** This requires no classroom help or school task. There is limited space available.

For more detailed information of responsibilities, please contact [stationroadchildcare@gmail.com](mailto:stationroadchildcare@gmail.com). These are subject to change based on the needs and role availability of Station Road. Should additional opportunities be added, or roles removed, you will be notified in the monthly newsletter. Added/vacant positions will be offered blanketly to all current members via membership email and awarded on a first-come-first-served basis. If no current members request the position, new members will be offered the position until it is filled.

## **PROGRAM STATEMENT**

Station Road recognizes that the early childhood years are critical and formative years. We aim to build this first foundation in a positive way through the involvement of the teachers, parents, children and the community. The co-operative nature of the school provides both the child and the parent a gentle and meaningful approach. We promote an enriched and caring environment that supports the four foundations of learning found in the document ‘how does learning happen’:



Station Road views each child to be competent, capable, curious, and full of potential and provides an opportunity for parents to be involved in the first stages of their child’s learning experience.

GOAL	APPROACH
<b>Promotion of health, safety, nutrition, and well-being of the children:</b>	
<p>To promote the health, safety, nutrition and well-being of the children is to ensure that our program provides an opportunity for our children to develop a sense of self and to expand their knowledge and understanding of health and well being. We value the children’s individual needs and diversity and ensure our approaches are built around them.</p>	<ul style="list-style-type: none"> <li>• Station Road promotes the health, safety, nutrition and well being starting with providing nutritious meals, with different food options for all children. We encourage and model all aspects of healthy and active living including healthy eating habits and proper hygiene practices. We provide indoor and outdoor activities for active play and quiet time. We also provide daily health assessments for children within our program.</li> <li>• Station Road is very diligent in following policies when it comes to sanitary practices, allergies, prohibited practices and administration of medication.</li> <li>• Station Road provides opportunities for children to problem solve and build self help skills.</li> <li>• Another approach to achieve this goal is to work with community resources in support of children with specific and diverse needs as often as possible.</li> </ul>
<b>Fostering the children’s exploration, play and inquiry:</b>	
<p>We believe that play is the foundation of learning where all children can actively explore and learn through materials and the environment they’re in. Station Road Nursery School acknowledges that each child is different and we actively engage</p>	<ul style="list-style-type: none"> <li>• In fostering children’s exploration, play and inquiry, Station Road observes the children’s interest to provide a wide variety of learning materials, offer a fun and educational experience. We ensure our children are provided with a variety of age appropriate experiences and materials to promote their social, creative, physical, emotional, and intellectual growth. Our school is well equipped with rich materials (drama centres, science material, sensory areas, musical instruments,</li> </ul>

<p>our learners to explore the world they are in.</p>	<p>developmentally appropriate toys, fine motor and gross motor activities) to ensure that activities are child based and driven.</p> <ul style="list-style-type: none"> <li>• A strong emphasis on play and recognition that our children are competent, capable, curious and rich in potential ensure developmental milestones can be achieved.</li> <li>• At Station Road, we document each child's daily activities to ensure we reflect the foundations of 'how does learning happen' through child directive opportunities.</li> </ul>
GOAL	APPROACH
<b>Positive and responsive interactions among children, parents, staff:</b>	
<p>Station Road believes that every child should feel a sense of belonging and should feel connected to their environment so that our children are able to engage in positive relationships with their peers, staff and parents. As Station Road is Co-operative we strongly encourage Parent participation. We also ensure Staff are trained to promote positive and responsive interaction amongst, not only the children, but each other and the parents too.</p>	<ul style="list-style-type: none"> <li>• Station Road engages in positive, welcoming, and respectful conversations with children, parents and staff. We promote inquiry and open communication to build relationships that offer care and support for each child, their family and our staff members.</li> <li>• Parents are encouraged to be engaged in our programs through field trips, events and sharing their diverse knowledge and backgrounds with the children. (ie: yoga time, painting, cultural heritages/festivals, special friends)</li> <li>• Staff encourage open communication with our parents to build relationships, they do this by documenting each child's day (ie: what they did, what they ate, using the potty etc.) Staff also encourage parents to communicate the developmental milestones their child is striving to achieve (ie: potty training, speech, etc)</li> <li>• At Station Road, we advocate inclusion and diversity with our displays, toys and materials throughout the classroom and in our activities indoors and out.</li> </ul>
<b>Positive interaction and communication of children and support of their ability to self regulate:</b>	
<p>Station Road encourages children to interact and communicate in a positive way and we support their ability to self-regulate by building strong and positive relationships that further the children's social development and problem-solving skills. We encourage our staff to effectively regulate their own emotions and actions, exhibiting how the children can manage their own feelings and behaviours.</p>	<ul style="list-style-type: none"> <li>• Station Road encourages positive conversations between staff and children that are welcoming and respectful. Each child is made to feel special and their wellbeing is to be considered first and foremost. Staff is encouraged to seek out new techniques of modelling problem solving skills and building positive relationships to help children identify their feelings and find ways to deal with and understand their feelings. Above all we strive to inspire everyone (Staff, Parents and Children) to treat others the way they would like to be treated.</li> </ul>
<b>Child-initiated and adult supported experiences:</b>	

<p>Station Road encourages all children to be creative, independent and curious learners. We encourage children to create their own experiences with the positive support and guidance of our staff.</p>	<ul style="list-style-type: none"> <li>• Station Road encourages children to use their imaginations by providing rich materials that the children can manipulate in different ways to create their own diverse experiences.</li> <li>• Staff encourage children to use loose parts and pieces to manipulate them in imaginative ways to further develop their maturation and to expand their interests.</li> </ul>
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GOAL	APPROACH
<b>Engagement and ongoing communication with parents about the program and their children:</b>	
<p>We believe families are competent, capable and rich in experiences and are an integral part of our program. Open communication ensures that we are able to include the diversity that each family brings to enrich our learning program.</p>	<ul style="list-style-type: none"> <li>• At Station Road, we encourage regular and open communication with families and that communication with our families is ongoing, positive, respectful, and professional</li> <li>• We provide our families with documentation showing parents our program as well as their children's activities and milestones throughout each day. All families have access to and are expected to read our parent handbook.</li> <li>• To include our families, we encourage them to participate in our events, activities and regular program (ie: yoga for kids).</li> <li>• Communication is also provided through our Facebook page and Website and we are hoping to further develop this type of communication on different platforms (ie: Apps, social media, etc)</li> <li>• Our families are also encouraged to complete surveys throughout the year and continuously have access to our anonymous suggestion box.</li> </ul>
<b>Involvement of local community partners and allow those partners to support the children, families, staff:</b>	
<p>We believe close involvement and support with our community partners allows both Station Road and the community to build a strong and engaged relationship.</p>	<ul style="list-style-type: none"> <li>• We include our community partners in our events and activities throughout the year. Encouraging their participation and support for our facility that has been engaged within our community for over 50 years.</li> <li>• Station Road is inspired to work with our community partners in their events to support their needs and our ongoing relationships. (ie: EWCS - Ready Set Go Program, Library, EDHS dramatic performances, Erin Fall Fair, Home Show etc.)</li> <li>• Another way that we support our community is to ensure our field trips are local/within our community to promote a sense of family within our community.</li> </ul>
<b>Supporting staff in relation to continuous professional development:</b>	
<p>We believe professional development is a fundamental part of Station Road's staff and their well being to stay current with their ever-changing</p>	<ul style="list-style-type: none"> <li>• Station Road staff are encouraged and mandated to attend PD workshops and conferences. (paid and unpaid)</li> <li>• We encourage our staff to ensure they are constantly reviewing, reflecting and evaluating their learning and the children's learning. Our staff is encouraged to share their</li> </ul>

profession. Professional development offers our staff a chance to explore new ideas, enhance their knowledge and grow. Which includes learning alongside children, amongst themselves, with their peers and through our diverse families.	knowledge with each other and our families through staff meetings and workshops. (ie: Diversity Workshop)
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GOAL	APPROACH
<b>Incorporating indoor and outdoor play and consideration to the individual needs of the child:</b>	
Station Road acknowledges and respects the needs for each individual child when it comes to active play, quiet activities, and diverse needs.	<ul style="list-style-type: none"> <li>Station Road promotes inclusion and emergent learning through free play. We have a large outdoor play area with a playground and multiple environmental mediums to encourage development and to welcome our children's diverse needs, including grass, pavement, wood chips, sand and gross motor toys etc. We also provide quiet outdoor activities like books and fine motor pieces (ie: locks)</li> <li>Our classroom is designed for the diverse needs of all children. This includes lots of indoor activities in the classroom and numerous centres (drama, science, sensory, book, fine motor, gross motor)</li> </ul>
<b>Creating positive learning environment and experiences in which each child's learning and development will be supported:</b>	
Station Road endeavors to provide an inclusive and diverse environment where all children feel like they belong and are learning in a positive way.	<ul style="list-style-type: none"> <li>Our staff encourage positive conversations that are welcoming and respectful to all children and adults alike.</li> <li>Station Road provides rich materials to promote learning and to encourage positive development and experiences. Our diverse environment and children encourage inclusion by positive communication and support for everyone. (ie: diverse family backgrounds, special friends visits etc.)</li> </ul>
<b>Documentation and review:</b>	
Station Road believes documentation is a fundamental part of learning for both parents and staff. It allows staff to reflect on activities and parents to be involved in what their child did at school. It also assists staff to further develop their techniques and procedures in a positive way.	<ul style="list-style-type: none"> <li>Station Road displays documentation for parents to see daily, weekly and monthly in the forms of pictures, learning stories, newsletter, Facebook page, website, etc.</li> <li>Station Road provides staff reviews and encourages staff to document their own achievements and the achievement of others to contribute to an ever-learning environment for our staffs future development.</li> </ul>

## **HOW STAFF IMPLEMENT OUR PROGRAM STATEMENT**

Station Road's Program is caring, professional, supportive and responsive. Each child is recognized to be unique, competent, capable, curious and rich in potential and each family's individuality is valued. By accepting the total child, setting clear and defined goals and limits, while allowing for self-expression, each child's needs are met. Our compassionate, safe, and caring environment creates a place for children to gain confidence, develop positive self-esteem, mature emotionally, and feel belonging and well-being. For Parents, Station Road is a child care which supports family's personal choices. We are proud to be non-profit and charitable. As a community based organization, our programs offer a support system for raising a child.

All employees, students, volunteers before hire and annually and at any other time when changes are made will complete a review of all policies, procedures and individualized plans. This will include a full review of the Program Statement. A record will be kept of the date of review which will include a record of who conducted and participated in the review and signed by all participants.

Station Road **will never use the following on a Child:**

- 1) Corporal punishment of the child
- 2) Physical restraint of a child, such as confining a child to a high chair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent  
  
Locking the exits of the school for the purpose of confining a 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
- 3) 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
- 4) Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding
- 5) Inflicting any bodily harm on children including making children eat or drink against their will

Staff will review the Program Statement and Implementation Policies on an on-going basis. This will be overseen by the Supervisor, documented and stored in the staff files.



## **STATION ROAD WAITING LIST POLICY AND PROCEDURES**

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

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

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

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

### **Policy**

- Station Road will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### **Procedures**

#### **Receiving a Request to Place a Child on the Waiting List**

The licensee or designate will receive parental requests to place children on a waiting list via e-mail or phoning the center.

#### **Placing a child on the Waiting List**

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

#### **Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of employees of nearby organizations, etc.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

#### **Offering an Available Space**

1. Parents of children on the waiting list will be notified via e-mail or the parents preferred method of communication that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.

3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

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

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

### **Maintaining Privacy and Confidentiality**

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

### **Additional Procedures**

If a parent contacts the center/Registration board member after 48 hours and a spot is still vacant, they will get the spot. If there is no vacant spot after the 48 hours, they will get the next spot if they respond within 48 hours, or will be bumped to the end of the waitlist.

### **Glossary**

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

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

## **ORIENTATION/TRANSITION**

The Centre will provide opportunities for transition into the program to allow children to be gradually introduced to, become familiar with the classroom routines, activities, Centre personnel and their peers. This experience is an essential part of ensuring that your child is comfortable during their first week of care. Orientation sessions are usually held between 9:00 and 11:00 daily based on availability, with parents pre-booking prior to enrollment. The parent is welcome to stay for a short period during the child's first transition day.

## **FIRST DAY: WHAT TO BRING**



- ☐ Indoor shoes (these are required to stay at the Centre)
- ☐ Nap bedding A blanket– that will be taken home every Friday for washing)
- ☐ Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- ☐ Spare clothing
- ☐ Weather appropriate clothing
- ☐ Milk (if special type required) – please ensure this is labeled correctly with child's full name
- ☐ Hat and sunscreen in the spring, summer and fall
- ☐ Family picture
- ☐ Medication form (if required)

## **Do NOT Bring**

- ☐ Toys from home
- ☐ Cell Phones and Electronic Devices
- ☐ Outside food (Unless your child has an allergy and you have spoken with the Director)

## **INCLEMENT WEATHER**

In the event of bad weather or other emergency conditions and there is class cancellation, we will follow the guidelines used by The Upper Grand District School Board's closure system. Any closure of schools in Centre Wellington/Town of Erin (for the Township of Centre Wellington, including Fergus and Elora and the former Erin Township) determines that Station Road Nursery School will be Closed. In the event of a Bus Cancellation, we will remain open.



The following link offers further information about UGDSB inclement weather procedures:

<https://www.ugdsb.ca/schools/inclement-weather-procedures/> and the [STWDSTS website www.stwdsts.ca](http://www.stwdsts.ca). Please refer to Division **BLUE**.



Temperatures of -12 C and below (with wind chill) for Honey Bees, -16 C and below (with wind chill) for Teddy Bears or high UV rating index may result in indoor play for that day. Temperatures will be measured by an outdoor thermometer and checked via the internet at the Weather Network for Erin, ON.

## **EMERGENCY MANAGEMENT**

Station Road has emergency management policies and procedures in place. If an emergency occurs the parents will be contacted by the Program Director and/ or the President.

## **SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES**

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

### **Policy**

#### **General**

- Station Road Co-Operative Nursery School will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Station Road Co-Operative Nursery School will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- A parent/guardian may request that a child who is 18 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Additional Policy Statements**

A child may only be released from Station Road to individuals specified with written permission by a child's parent on the registration package, Email or a HiMama message.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - o greet the parent/guardian and child.
  - o ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the Registration Package or the child's Lillio (HiMama) profile or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - o document the change in pick-up procedure in the daily written record.
  - o sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - o inform the Program Director or Staffing Director and they must commence contacting the child's parent/guardian no later than 9:30 am. Staff shall call the parent/guardian to ensure the child is well, and if they will be expected at a later time (11:30am). If both parents/guardians have been contacted with no answer, the Director must leave a voicemail, followed by a message on Lillo (HiMama).
  - o If there is a concern of the child's well-being, the Director will contact the Emergency contact(s).
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record: (S) sick, (H) homeday, (V) vacation.

### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - o where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up by 5:55 pm the closing staff shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
  - o Where the staff is unable to reach the parent/guardian, staff must call the parent again and leave a voicemail reminding the parent/guardian of the pick up time and offer them the opportunity to call an Emergency Contact to pick up instead if needed. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall call parent/guardian or authorized pick up one more time and proceed to call the next individual on the Emergency Contact list.

#### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff (if there is a second staff) proceeds by calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first to confirm the authorized individual responsible for pick-up.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child by 6:15pm, the staff shall contact the next individual on the Emergency Contact list by phone.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) (519)824-2410. Staff shall follow the CAS's direction with respect to next steps. Any costs incurred during this process will be paid by the parent/guardian.

#### **Dismissing a child from care without supervision procedures**

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Option 2: Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

#### **Glossary**

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

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

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

## **Regulatory Requirements: Ontario Regulation 137/15**

### **Safe arrival and dismissal policy**

**50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,**

**(a) provides that a child may only be released from the child care centre or home child care premises,**

**(i) to individuals indicated by a child's parent, or**

**(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**

**(b) sets out the steps that must be taken if,**

**(i) a child does not arrive as expected at the centre or home child care premises, or**

**(ii) a child is not picked up as expected from the centre or home child care premises.**

**Disclaimer:** This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

## **ADMISSION AND DISCHARGE POLICY**

### **Admission**

Only children with complete registration packages, including all signatures, completed forms and up to date immunization records will be permitted in our program.

### **Daily Admission**

Each child is observed daily upon entering the classroom. This is done preferably before the parent/guardian leaves the school. Staff will notice the following: activity level, breathing, skin color, coughing, rashes, swelling, or bruises, discharge from nose, ears, or eyes, and general mood. The staff will discuss any concerns with the parent/guardian and if they have already left the school, the parent/guardian/emergency contact will be called to discuss necessary action.

### **Withdrawal**

We ask that you give 4 weeks notice prior to a child's discharge. Less than 1 month notice will result in full payment for the next month. This notice must be in writing.

### **Discharge**

It should be noted that not all children are suited for group care. We will endeavor to do everything possible to help each child adapt and integrate into our program, using community resources which may be available to us. If, despite everyone's best efforts, the difficulties appear to be more than we can manage, the staff may recommend to the Board that the child and the family be discharged from the program.

We will give parents a minimum of 2 weeks written notice that the child will be discharged. Some (but not limited to) possible reasons for ineligibility to remain in the program could be:

- The child is beyond licensed age limits
- The parent does not abide by the policies and procedures
- The parent has not paid fees in a timely manner
- In the opinion of the Board of Directors, the program does not or cannot meet the needs of the child.

Grounds for immediate dismissal (but not limited to)

- The parent has demonstrated abusive, harassing and or inappropriate behaviours towards any staff members, child or other parents.
- The child has demonstrated abusive and/or inappropriate behaviours towards a staff member or child in the program.

### **Vacation**

In order to keep your membership in good standing, parents are required to pay while on vacation. Failure to do so will result in termination of membership.



## **CHILD CARE FEES AND HOURS OF OPERATION**

### **The minimum days required are:**

2 Full Days - Honey Bee Toddler Program – 18 months to 30 months.

2 Full Days - Teddy Bear Preschool Program – 30 months to 5 years.

*All fees are shown number of days, per week, per month. For example – A semi participating Teddy Bear at 2 days/week would total \$365/month.*

### **Honey Bee Student Teacher Ratio 1:5**

	<b>3 days /wk Base Fees</b>	<b>4 days/ wk Base Fees</b>	<b>5 days/ wk Base Fees</b>
Participating	\$530.00/mth	\$705.00/mth	\$880.00/mth
<b>Participating CWELCC Adjustment</b>	<b>\$250.43/mth</b>	<b>\$333.11/mth</b>	<b>\$415.80/mth</b>
Semi - Participating	\$575.00/mth	\$770.00/mth	\$960.00/mth
<b>Semi-Participating CWELCC Adjustment</b>	<b>\$271.69/mth</b>	<b>\$363.83/mth</b>	<b>\$453.60/mth</b>
Non - Participating	\$630.00/mth	\$840.00/mth	\$1055.00/mth
<b>Non-Participating CWELCC Adjustment</b>	<b>\$297.68/mth</b>	<b>\$396.90/mth</b>	<b>\$498.49/mth</b>

### **Teddy Bear Student Teacher Ratio 1:8**

	<b>3 days /wk Base Fees</b>	<b>4 days/ wk Base Fees</b>	<b>5 days/ wk Base Fees</b>
Participating	\$490.00/mth	\$660.00/mth	\$820.00/mth
<b>Participating CWELCC Adjustment</b>	<b>\$231.53/mth</b>	<b>\$311.85/mth</b>	<b>\$387.45/mth</b>
Semi - Participating	\$535.00/mth	\$720.00/mth	\$900.00/mth
<b>Semi-Participating CWELCC Adjustment</b>	<b>\$252.79/mth</b>	<b>\$340.20/mth</b>	<b>\$425.25/mth</b>
Non - Participating	\$590.00/mth	\$790.00/mth	\$990.00/mth
<b>Non-Participating CWELCC Adjustment</b>	<b>\$278.78/mth</b>	<b>\$373.28/mth</b>	<b>\$467.78/mth</b>

## **BASE FEES/NON BASE FEES**

Base fees are mandatory fees charged to all parents that are required for a child to attend Station Road.

- Registration Fee \$50

- Monthly Fees

Non-base fees include additional charges such as:

- Late fees
- NSF Charges

**\*These will not be subject to further reductions under CWELCC.**

### **Child Care Fee Subsidy**

Station Road is approved by the County of Wellington for childcare fee subsidy. Fee subsidy can help pay for licensed childcare for children ages birth to 12 years old. You may be eligible for fee subsidy based on your family income and your need for childcare. For more information go to:

<https://www.wellington.ca/en/social-services/cey-feesubsidy.aspx>

### **Hours of Operation**

Monday to Friday from 7am to 6pm

Station Road will be closed on the following holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

### **Late Pick Up Charges**

Station Road's hours are from 7:00 am to 6:00 pm. You are free to pick up your child(ren) at any time before and up to 6:00 pm. If you do not arrive by 6:00 pm you will be charged a late fee that is to be paid directly to the staff on duty. Upon arrival you will be required to sign a paper that acknowledges that you were late and a fee has been, or is to be paid (on the next school day for your child) to the staff. If you are going to be late please call the school to let staff know. This will allow staff to reassure an upset child that they are going to be picked up. A late fee still applies even if you call to inform staff that you will be late. If we have not been able to contact parents/caregivers by 6:30 pm, we will contact the emergency contact person listed on your child's registration form. If the emergency contact person cannot be reached, Child & Family Services will be contacted and the child will be taken into custody by the appropriate agency. Any costs incurred during this process will be paid by the parent/caregiver.

Late fees are as followed (PER CHILD):

Pick-up Overages

6:01-6:10pm \$10

6:11-6:20pm \$20

6:21-6:30pm \$30

6:30pm + \$10/10 minute block over and emergency contacts will be called.

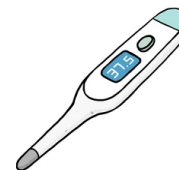


## HEALTH AND SAFETY

In order to protect the health of all children and staff in our program, we expect that parents will observe the following guidelines and keep ill or infected children at home. Please remember to call the school and tell us that your child will not be attending because of illness.

Parents are requested not to send a child to school who:

- feels unwell and not able to take part in the regular program
- has had fever within the last 24 hours
- vomiting or diarrhea within the last 48 hours
- has heavy nasal discharge, unless due to an allergy
- has a consistent cough, unless due to an allergy
- is fussy, cranky, lethargic and in general is not acting normally
- has been put on medication for illness within the last 24 hours
- has any symptoms of contagious disease, such as chicken pox, measles, mumps, strep throat, tuberculosis, HiB, meningococcal disease, a staph infection, or a skin condition or rash that is contagious (head lice, impetigo, conjunctivitis, ringworm, until the child has been examined by a doctor and permission for attendance given by a doctor.



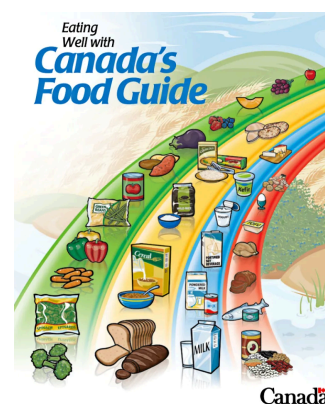
- The parent is required to report to the school within 24 hours when a child has been diagnosed with one of the above. This ensures the school's ability to take proper action as soon as possible to prevent the spread of these diseases to the other children in the program and the school can provide such information to the Health Department as necessary.

- A child should only return to school when he/she is ready to resume the full school program, including outdoor play. If you are unsure about whether or not your child should attend school please call us to discuss your concerns.

## Nutrition

All food and snacks are provided. We ask that your child bring a drink bottle with water for the day. Our menu is prepared by our in-house cook. These meals are in accordance with the Canada food guide and approved by the Ministry of Health.

Due to the potential for nut allergies and the severity of these reactions we enforce a nut-aware environment. They are not allowed in snacks or lunches, and are not used in arts and crafts projects. This policy benefits the health and safety of the children in our program.



## Fire Drills

We conduct "fire drills" once a month. This procedure does not involve the fire department alarm system. It is simply a drill in which we practice exiting from the front of the centre and the back of the centre in case of emergency.

Fire Drill  
Routine

stop



line  
up



Walk out of  
the building



**All Programs:** please leave a full change of clothing for children on site, in their cubbies.

## **ANAPHYLACTIC POLICY AND PROCEDURES**

### **Purpose**

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at Station Road Co-operative Childcare Centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for Station Road Co-operative Childcare Centre. The requirements set out in this policy align with Sabrina's Law, 2005.

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

### **Policy**

#### **Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies.**

- Before attending Station Road, the Director will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has an anaphylaxis allergy.
- Before a child attends Station Road or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at Station Road and will be kept in the office on the bulletin board.

- All individualized plans and emergency procedures will be reviewed with a parent of the child every six months to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

**Staff will carry the child's epinephrine auto-injector on their person at all times when the child is present. The epinephrine auto-injector will NOT be left in reach of children. If the child is not present, the epinephrine auto-injector will be kept safe in the cupboard in said child's classroom.**

### **Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

- The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.
- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child.
- All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.

- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occurs and reviews all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

### **Communication Plan**

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic. Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through Hi Mama and or email.

A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, on the Parent Board and made available in any other area where children may be present.

Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.

Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.

The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.

The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.

This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

### **Drug and Medication Requirements**

Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.

Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.



### **Training**

The Program Director will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures. The parents of the child will be consulted on the update of the child's

A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

### **Confidentiality**

Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### **SUNSCREEN POLICY AND PROCEDURE**



In summer, use of sunscreen and proper clothing is a must for all outdoor activities. Sunscreen must be provided and applied by the parent prior to school



and must be labeled. The Sunscreen will be kept in a bin and labeled “sunscreen” in the classroom. The sunscreen will be re-applied by the Staff, as required.

The DIN number is a Drug Identification Number. It is usually 8 digits and is printed on prescriptions and prescription bottles. It comes with all prescription, over-the-counter products that have been evaluated and approved for sale in Canada.

Due to allergies, specific sunscreens are approved for use, while others are not. Those not approved may contain an allergen and these are not always listed on the ingredients list. If you wish to have a personal sunscreen for your child, please ensure it is on the list of approved sunscreens available from the Station Road Staff.

Sunscreen is applied starting after the May long weekend until the end of September. If you wish for them to continue before or past these dates, please indicate that below.

### **PROGRAM RELATED CONCERNS/ISSUES**

Scheduling, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc.

**Steps for Parents to Report Issue/Concern:** The issue/concern can be raised to the classroom staff directly or the supervisor through verbal or written communication.

**Steps for Supervisor/Board of Directors:** The supervisor will address issue/concern at the time it is raised and document the issue with as many details as Possible including:

- The date and time the issue/concern was received
- The name of the person reporting the issue and contact information unless, it is anonymous or the parent doesn't want their name recorded
- The name of the individual who received the issue/concern
- The details of the issue/concern
- The steps that will be taken to resolve the issue and the information given to the parent regarding the next steps or referral
- Date the issue is resolved or any reason why there is a delay in resolving of the issue/concern
- All parties will sign the document
- A meeting will be arranged with all parties involved in the concern to provide a resolution to the issue/concern

### **General Centre or Operations Related Issue/Concern**

Child care fees, hours of operation, staffing, wait lists, menu, etc.

**Steps for Parents to Report Issue/Concern:** The issue/concern can be raised to the supervisor or board of directors through verbal or written communication

**Steps for Supervisor/Board of Directors:** The supervisor will address issue/concern at the time it is raised and document the issue with as many details as

possible:

- The date and time the issue/concern was received
- The name of the person reporting the issue and contact information unless, it is anonymous or the parent doesn't want their name recorded
- The name of the individual who received the issue/concern
- The details of the issue/concern
- The steps that will be taken to resolve the issue and the information given to the parent regarding the next steps or referral
- Date the issue is resolved or any reason why there is a delay in resolving of the issue/concern
- All parties will sign the document
- A meeting will be arranged with all parties involved in the concern to provide a resolution to the issue/concern

#### **Staff or Supervisor Related Issues/Concerns**

Inappropriate behaviour/conduct of staff regarding health and safety of the children etc.

**Steps for Parents to Report Issue/Concern:** The issue/concern can be raised to the supervisor regarding staff and the board of directors regarding the supervisor through verbal or written communication as soon as possible.

**Steps for Supervisor/Board of Directors:** The supervisor or board of directors will address issue/concern at the time it is raised and document the issue with as many details as possible:

- The date and time the issue/concern was received
- The name of the person reporting the issue and contact information unless, it is anonymous or the parent doesn't want their name recorded
- The name of the individual who received the issue/concern
- The details of the issue/concern
- The steps that will be taken to resolve the issue and the information given to the parent regarding the next steps or referral
- Date the issue is resolved or any reason why there is a delay in resolving of the issue/concern
- All parties will sign the document
- A meeting will be arranged with all parties involved in the concern to provide a resolution to the issue/concern

#### **Student or Volunteer Related Issues/Concern**

Inappropriate behaviour/conduct of student or volunteer regarding health and safety of the children etc.

**Steps for Parents to Report Issue/Concern:** The issue/concern can be raised to the staff that are responsible for supervising the student or volunteer or the supervisor.

**Steps for Supervisor/Board of Directors:** The supervisor or board of directors will address issue/concern at the time it is raised and document the issue with as many details as possible:

- The date and time the issue/concern was received
- The name of the person reporting the issue and contact information unless, it is anonymous or the parent doesn't want their name recorded
- The name of the individual who received the issue/concern
- The details of the issue/concern
- The steps that will be taken to resolve the issue and the information given to the parent regarding the next steps or referral
- Date the issue is resolved or any reason why there is a delay in resolving of the issue/concern
- All parties will sign the document
- A meeting will be arranged with all parties involved in the concern to provide a resolution to the issue/concern

### **Complaint - Parent Issues and Concerns Policy**

Parent participation and feedback is very important at Station Road. We believe that families are competent and rich in experiences and are an integral part of our program. Our open communication ensures that we are able to include the diversity that each family brings to enrich our learning program. We take an active role at Station Road to discuss what the child are experiencing in our program daily through verbal and written documentation. We provide families with the opportunities to share their concerns through surveys that we provide throughout the year as well as a suggestion box located in the children's cubby area.

All issues and concerns raised by parents are taken seriously and will be addressed by the supervisor and board of directors. Station Road will ensure to address and resolve the issue so that all parties are satisfied as quickly as possible. All concerns will be kept confidential and will ensure to protect the privacy of the parents and children as well as the staff and volunteers. Information will only be disclosed for legal reasons to the following agencies involved (ex. Ministry of Education, College of ECE's, law enforcement, CAS, public health, police department, Ministry of Labour etc).

Issues and concerns can be addressed both verbally to the supervisor(srnssupervisor@gmail.com) or board of directors (srnsresident@gmail.com ) or, in written form through our suggestion box, email, or through staff/board mailboxes. Concerns may also be submitted anonymously and will be addresses however feedback may not be available. All responses will be documented in written form and a copy will be kept in the office as well as given to the parent. The level of detail provided to the parents will respect and maintain the confidentiality of all parties involved. Responses will be issued in 1-2 business days and all parties will be kept informed throughout the process.

If at any time a parent or staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor or board of directors as well as, the Ministry of Education at 1-877-510-5333 and, the County of Wellington Children's Early Years Division who handles inquiry, concerns or complaints about a licensed child care programme at 519-837-3620 ext. 3095. If parents are not satisfied with the response or outcome of an issue/concern they can also contact the above agencies. Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act and Ontario Regulations 137/15 should be reported to the Ministry of Educations Child Care Quality Assurance and Licensing Branch (listed above).

## **PROHIBITED PRACTICE POLICY**

### **Statement**

No child care staff, student or volunteer will implement any strategy that would undermine the health, safety or well-being of any child in receipt of care.

The following forms of discipline will NOT be used:

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

### **Procedure**

Station Road will ensure a record is kept of the monitoring of all Behaviour Management practices of employees, volunteers and students who participate at the school.

Monitoring will be done twice a year, recorded by the Supervisor and kept on file for a minimum of 3 years. An executive of the Board of Directors will monitor the Supervisor on an annual basis.

The Supervisor/Executive will monitor behaviour management by means of:

- Observing and recording, where necessary, behaviour management practices of staff, duty parents and other volunteers.
- Behaviour management will be reviewed regularly through discussion of sound practices.
- There will be a bi-annual review of behaviour management policies to ensure employees comply with the school's philosophy.
- Children are disciplined in a positive manner at a level appropriate to their actions and ages in order to promote self-discipline, ensure health and safety, respect the rights of others and maintain equipment.

Parents will be informed of any inappropriate behaviour or concerns staff may have. We will work with parents to create an action plan to adapt the behaviour. We will work with parents to provide a consistent approach and help them get in touch with community resources.

Staff can prevent the application of Corporal punishment by:

- Nurturing responsive relationships

- Forming positive perspectives
- Promoting the development of self-regulation
- Developing strategies
- Reflecting on professional practice.

#### Behaviour Guidelines

- 1) Discipline is considered to be guidance of the child toward appropriate behavior.
  - 2) Guidance should be given in a positive manner and tone. Emphasize what the child should do rather than what he should not do.
  - 3) Guidance should be given consistently. Learning takes place most effectively if this is the case and least effectively if guidance is erratic.
  - 4) Guidance should be given as soon as possible after the inappropriate behavior.
  - 5) Gear your expectations of the child's behaviour to his developmental level and adjust discipline accordingly.
  - 6) It is very important to respect and protect the child's sense of self-worth.
  - 7) Give directions clearly and simply. Make sure the child hears and understands what you want him to do. Give him time and opportunity to respond.
  - 8) If, given enough opportunity, a child does not respond, he may be removed from the situation and redirected to a different activity.
  - 9) Consequences for misbehavior should be reasonably related to the nature of the misbehavior.
  - 10) At this school we encourage children to share, to take turns, to be kind to one another, to speak in moderate voices indoors, to take care of toys and equipment, to tidy up after themselves, and to be independent.
  - 11) We discourage grabbing, shoving and pushing, hurting, rough talk and name calling, destructive behaviour, and playing with imaginary weapons. Running indoors is also unacceptable.
- All staff, students, and volunteers are required to review this policy upon commencing duties and before engaging with any of the Station Road students.

#### **PARENT CODE OF CONDUCT**

We all have the right to be safe and feel safe in our school community. Station Road Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our school community including parents or guardians, volunteers, teachers, and/or Board members. These standards apply whether they are on school property or at school-sponsored events and activities.

## **Safety**

All members of the school's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behavior. Foul language (swearing, name-calling, and shouting) is not appropriate. Individuals engaging in such behavior will be asked to leave the premises immediately.

Inappropriate behavior or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the school and/or police intervention. This type of behavior includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on school property or at school functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the school.

Alcohol and illicit drugs are not allowed on school property or at school functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the school.

## **Communication**

The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.

Failing resolution with the Supervisor, the matter will be referred to the appropriate member of the Board of Directors. Public criticisms and gossip are both unacceptable. There should be no discussion of concerns with other parents in the school hallways, the parking lot, or via electronic mediums such as Facebook, personal blog sites or other forms of electronic information sharing.

School cubbies and mailboxes are to be used solely for the purpose of communicating between parents and Station Road. They are not to be used for business promotion.

## **Pictures**

Pictures taken at the school or during school events, by the school photographer, may be retained by the school and used at the discretion of the staff and/or Board of Directors. Pictures taken at the school or during school events by friends or family are for the private use of the family, and should not be posted for public viewing, either on the Internet or other media.

If you have any questions, concerns and/or complaints related to Station Road's collection of personal information, please contact the school at (519) 833-2882 and a member of our staff or Board of Directors will be happy to assist you.

## **Agreement to Maintain the Privacy of Others**

Parents, guardians, extended family/friends, staff, and community members will at times, take pictures or video recordings at school events. While taking a picture/recording of their own child, another child may also be in the frame and caught in the picture/recording.

In an effort to ensure the privacy of others is maintained, you agree to ensure that all those attending for your child understand that they are not to sell, distribute, trade, or otherwise provide such images to anyone else. They are not to make these images/videos available online (via social media, websites, facebook, file sharing etc.) to ensure the privacy of other children is maintained.

### **Privacy Policy**

I agree that my personal information will be collected, held, used, and shared responsibly by Station Road. The collection of information will be used only for the purposes of providing me/my family member(s) with programs and services provided by Station Road and any other organization authorized by them in compliance with the Child Care and Early Years Act, which governs their operations.

I understand a copy of Station Road's Privacy Policy is available in the Parents Manual provided at the Orientation.

### **Consent to Participate in Activities Outside the Classroom**

As part of their program, teachers may occasionally wish to take the children on short walks around the School premises (i.e., walk to library, nature walk and other areas in and around the community centre). The regular level of supervision will be provided during all of these activities and the usual routine will not be disrupted, such as snack time or pick-up/drop-off times.

### **Authorization for Emergency Treatment**

In case of a medical emergency, I / we understand that every effort will be made to contact the parents or guardian of my child.

However, in the event I / we cannot be reached or the emergency requires immediate medical assistance, the Station Road Co-Operative Childcare Centre Supervisor or their designate is authorized to obtain essential attention from a legally qualified medical practitioner by calling "911". I understand any applicable ambulance charges are my personal responsibility.