



Parent Handbook

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Introduction

Program Statement

The Awesome Beginnings Co-operative (ABC) Nursery School in Carlisle, ON has been dedicated to educating children since 1978. We recognize that young children have rapid brain development and that there is great opportunity in influencing, shaping and educating them at an early point in their lives. Children, even at an early age, are competent individuals, capable of complex thinking and understanding. We have developed a program with caring, experienced, and resourceful teachers that help promote the growth, learning and development of preschool-aged children. The program is a co-operative, which heavily involves families: We understand that families are experts on their children, and when involved as active participants, children reach their highest potential. Teachers, parents, and most importantly the children have a great influence on the design of the educational program at the ABC Nursery School.

The foundation of this program comes from the document, “How Does Learning Happen? Ontario’s Pedagogy for the Early Years.” This is a well-researched document by the Ontario Government, which sets out to describe the four conditions of learning, which are listed as a sense of belonging, a sense of well being, a sense of engagement and a sense of expression. Our teachers use these principles as an ongoing guide to help plan activities, develop centres and environments in the classroom, and create those interesting experiences that embody and help to develop these goals.

In general, many things influence each child and this lends great diversity to the classroom. At ABC, we attempt to enrich each child uniquely. As educators, our teachers consider the uniqueness of each child with respect to family environments, strengths, needs, disposition and motivations in order to formulate deeper learning experiences through positive interactions. While the sequence of learning may be similar for all children, the rate of development and the variety of the pathways are different. Understanding each child's individuality is vital in helping to maximize his or her potential.

Community is an integral part of our program. There are often special visitors from dentists, nurses, fire fighters and various community helpers, which help children engage in special experiences with these people and promote an understanding of the importance of community. ABC Nursery School also relies heavily on help from local businesses and other organizations in the community in various fundraising efforts. In addition, we help at community events and all of this helps to promote a vital link with the community in an effort to strengthen those ever-important relationships.

Family remains the first and most powerful influence on children’s early learning and development; a healthy relationship between the educational program and family structure, cultures and values exists in our school. As a co-operative, our children will see family members helping within the classroom, attending meetings relating to the school and contributing to the program. As this is such a huge component of the co-operative, family is integrated heavily into the program. There are times when a parent may help with an activity or circle time, and in so doing, bring his or her unique perspective. This provides diversity and helps all children excel at ABC Nursery School. These parents then engage in their child’s early development, which in turn helps to ignite the child’s learning. Through experiences at ABC, our teachers provide links to home and family through books and various activities (for example, preparation for Mother’s Day and Father’s Day activities). In addition to this, our teachers provide families with

resources to help their children (i.e. community resources, public health, health care, specialized services).

Overall, the educational program at ABC Nursery School promotes early learning by exploring each child as an individual and providing a strong and positive influence with teachers, family and the greater community environment. The combination of these helps to realize each child's potential, facilities growth and is the key contributing factor to the richness of the preschool educational experience.

Health, Safety, Nutrition & Well Being

Nutrition:

At ABC Nursery School, only individuals who have the food-handling certificate serve snacks. Allergies and restrictions must be considered to create a safe environment. We adhere to the school anaphylaxis policy, which is available to every member. The dietary restrictions and allergies are posted in the kitchen and dining area, clearly visible, for all members to review. The school is a nut free environment and we are careful to take into consideration other restrictions in planning and serving snacks.

Our snacks are constantly reviewed and adjusted to the children's likes and dislikes. We also take great care to provide healthy snacks that have a minimum of 2 food groups. Time is taken during snacks and meals to discuss healthy eating and teach children how to make sound choices when eating.

The food is prepared carefully in a certified kitchen by a person who has passed the food-handling course. Care is taken to ensure that cooking and serving temperatures are achieved and recorded each day.

Sleep/Rest:

The program length of ABC Nursery School is short. Either students are present for the morning program (9-11:30) or they are present for the longer program (9-2:00). We find that most students remain awake during the program and nap once they return home. While this is true for the majority of the students, from time to time any child may require a rest. Our caring teachers constantly assess this need. Teachers learn the behaviours of the students in the class and can recognize when rest is needed. This learning is through communication with parents and caregivers. In the classroom there are comfortable chairs in a quiet reading corner. This area is used to provide quiet time and rest to those children who need a break during the program. When children appear to need rest, our teachers or parent volunteers help guide that child to realize they need rest and then provide them with a safe environment to take it.

Illness:

The parent handbook at ABC Nursery School has comprehensive information regarding illness. There are instructions on the length of time to keep children at home based on specific conditions, communicable diseases are listed and there are policies on the administration of medication. There is a specific anaphylaxis policy and training for every member of the co op. This policy has been created with the anaphylaxis society to ensure that we are following the safest possible measures.

While recognition of and management of identified illness is important, it is also important to prevent and contain any communicable disease. There are hygiene protocols outlined in this handbook that detail cleaning and disinfecting procedures for each surface or item.

Children are encouraged to take part in healthy practices. As part of the program, regular and proper hand washing is taught as well as safe and clean methods of eating and toileting. Families and children will bring their own practices to the school and ABC Nursery School will work with everyone to help ensure cleanliness and hygiene is at the highest standard.

Physical Activity:

A healthy lifestyle includes physical activity. While there is no outdoor area for the children at ABC Nursery School, there is an area of the classroom where there are bikes, mats and scooters available. The children are encouraged to explore this area of the classroom and further develop their balance, co-ordination and gross motor skills through physical play and games. Outdoor walks also help to further develop the children's coordination and gross motor skills. Often stationary activities impede learning in children of a young age. Freedom to move is essential and our program does not restrict in this regard! Movement is encouraged in circle time with actions for songs or poems. Movement is used in games and exploration in the classroom and during sensory play with crafting materials and the sensory bin.

Emotional Well Being:

At ABC Nursery School, many families, cultures and languages co-mingle. Our teachers are professional and practice a genuine acceptance model in their teachings. We teach respect and inclusion of every child's diverse abilities, beliefs and traditions. At ABC we teach various holidays (i.e. Christmas, Hanukkah, Ramadan) and provide ways for children to explore and learn these different traditions. Children and families are welcomed and encouraged to teach their ways and traditions in the classroom. This can be done through show and share times, reading books and other activities. Our classroom includes children of several ages and abilities. The older children are often happy to act as mentors and teachers to the younger ones, and this fosters a great environment of caring, camaraderie, leadership and acceptance. From time to time, children may experience stress. Stress may be due to social, emotional and physical causes. Our teachers are trained on identifying signs of stress in young children through communication and observation of that child but also through discussion and inclusion of the children's parents and caregivers. Teachers meet and discuss programming and classroom layout and practices regularly. The goal is to decrease stress amongst the children by organizing the school and its programming in optimal ways. It is inevitable, however, that children will become stressed and coaching them in ways to manage and model appropriate responses is important. Considerable time is spent discussing feelings, emotions and cause-and-effect situations to help practice and model social responses.

There are documented techniques that are more effective with young children. As our program is a co-operative environment, there are parents present interacting with the class. Our teachers will discuss, model and demonstrate positive communication techniques to the parents and other children. Learning by example, children will develop communication techniques to help them interact with other children and families. Teachers will also listen closely to the parents and caregivers of each child, bearing in mind that individual differences and family style will also play a role on shaping communication.

Cultivating Relationships Through Positive Interactions:

Our goal at ABC Nursery School is that children will establish good constructive relationships with other children, teachers and their families. When secure relationships are formed, the environment where children learn is stronger. At ABC Nursery School, children engage in social play and are guided to express feelings and recognize those feelings of others. This will help them develop empathy and emotional regulation through positive interactions with others. There are times in free play where wonderful relationships develop. One child may explore in the sensory bin and take a toy from another child. That child may become sad or frustrated. Our teachers are keenly attuned to the emotional states of each child and are trained to respond in a warm and sensitive manner. In these situations, they help teach each child to listen to the other child's feelings. By creating a sharing environment, each child feels safe and is able to express their feelings in a positive way.

At ABC Nursery School we teach children to be concerned for other people's well being. By modelling behaviour that children observe when parent volunteers or teachers interact with an upset or injured child, many will learn to come to the aid of others and share their concern for their friends.

There is time each day for children to sit in a group circle and explore learning together. A book may be read together, or a topic or song is discussed. In this time, teachers pay particular attention to explaining differences and similarities between children and discussing the feelings of others. This teaches sound awareness of self as well as acceptance of others' uniqueness. In this group environment, children learn to interact with others with acceptance through positive exchanges.

Interact and Communicate to Allow Self Regulation:

Self-regulation refers to how effectively a child deals with a stressor and recovers. The primary sources of stress in children are biological, emotional, cognitive, and social. Our teachers are aware of these stressors and are continually observing and monitoring for signs of stress. They observe children and monitor for difficulty in paying attention, angry behaviour, impulsive behaviour and argumentative behaviour and use these signs to identify which children are most in need of help. Our teachers are trained to help identify the causes of problematic behaviour, then work to solve the issue with the child and the caregiver. The first step is to identify all possible stressors at play and attempt to reduce the overall stress load on the child. Working with the family is instrumental in insuring this is a success as factors such as ensuring enough rest, exercise, food and limiting background noise are explored. Then we teach and label how it feels to be calm and how it feels to be stressed to the child. After a child can recognize when they are calm and when they are stressed, then we teach coping strategies on how to return to the calm feeling. At ABC nursery school, parents and families are heavily involved and our teachers communicate continuously with them. Self-regulation and strategies used to allow for self-regulation are important both at ABC Nursery School and in the home environment. Our teachers not only help to develop this at school but also help parents create a home environment that shapes this.

Exploration Play and Inquiry:

Children learn best when they are fully engaged with their minds, bodies and senses in active exploration, play and inquiry. When they are engaged, they are more likely to interact with other children in a positive way and have lower stress levels. Our teachers encourage children to contribute to the program with their ideas. They also engage with children as co-learners, and instead of asking a child what will happen if they mix yellow and blue paint, they wonder themselves what may happen alongside the child, learning and exploring with them. This allows teachers to collaborate with children, placing importance in their ideas and interests and developing their creative problem solving skills in a complex play environment.

The classroom at ABC Nursery School is thoughtfully organized into centres, but these areas also have open-ended materials. A class favourite has always been the large wooden blocks. Children love to build structures with the large blocks, however, they also have explored how to make ramps for cars to travel down, and to create balance beams with them to explore different types of movement.

Activities are planned to help engage children to ask questions about their environment. One activity that ABC students love is painting with trucks and other toys. They love to explore the different patterns each toy will make on the paper. They can make predictions with the teacher and the other students and test ideas, while creating fun and colourful artwork. The sensory bin each week is filled with different materials. This allows children to explore different textures and ideas. As it is a favourite area of the classroom, students are taught to engage with others and share ideas and knowledge.

Child Initiated Experiences:

At ABC Nursery School the style of learning is child directed and play based. Our teachers still try and bring fundamental points of education into the classroom through this model. We strive for learning of songs, colours, numbers and letters as well as practice with fine motor. This is easily achieved when the children direct the topics. For example, a group of children may be playing with blocks in the block centre. The teacher will interact with them, asking question of how many blocks are in a stack, counting and teaching numbers, using the medium of the child's choice. The teacher may also choose to group blocks into colours and arrange patterns. The children are playing blocks but our teacher is using the blocks to help them learn numbers and patterns. This model is practiced throughout ABC nursery school. Fortunately, our school is founded on low ratio learning. Small numbers in groups with teachers and parents make this style of learning possible. All staff members will spend time observing the children and create a positive learning environment that is based on the interests of the child. All adults at ABC nursery school will support this. The teachers will be responsible for introducing new ideas, interests and concepts to widen the child's knowledge and life experiences.

Positive learning Environments:

At ABC Nursery School the educators will create positive learning experiences and environments by listening, observing, documenting and having discussions with others (especially the families) to understand children uniquely. This observation and listening to children allows us to learn how children make meaning through their play and experiences in the world and helps us to have meaningful interactions with time. The discussion and environment will always focus on the positive situations and how to turn even stressful situations into positive workable learning areas.

Community Partners:

At ABC, while our range of community partners is small we do have strong relationships with the Carlisle library and Carlisle Optimists. We have many loyal local businesses that support our annual skate and pancake breakfast. Our teachers enjoy inviting special guests into our classroom to extend learning. We love the opportunity to inform people of our program as well as learn from theirs.

Professional Learning:

Our teachers are first and foremost professional skilled early years educators. They work with the board of directors, the co-operative council of Hamilton and the ASCY to keep in touch with various learning opportunities available. Whenever possible, teachers will partake in professional enhancement courses to help further advance the ABC Nursery School. This information will be passed down to the board of directors and parents in the form of a report when teachers attend enhancement courses. This will allow all those involved with children at ABC nursery school to evolve.

Documentation and Review of Impact:

Teachers at ABC Nursery School will be encouraged to follow pedagogical documentation to support the classroom experiences. Teachers will assess the program and environment daily to ensure all of the needs of every individual child is being met. The environment and program will be set to up to interest the group of children. The supervisor will review weekly program plans and pedagogical documents to ensure our ABC program statement is being followed. The supervisor will demonstrate leadership by observing, implementing and engaging in conversation on how children learn, and how to make learning happen.

Program Statement Review and Implementation:

All staff will review the program statement each year to ensure they understand pedagogy of the early years, for which this program statement was founded. They will use this as the foundation for the education initiatives in the classroom. The 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 children's needs as individuals. The families will support this statement when working with children in the classroom. The parents will use the teachers as resources to help them conduct and educate children as set out in this statement. All members, teachers, directors and parents will sign that they have read and understand the program statement on a yearly bases in September or upon registration through the year. Staff and the board of directors will be in constant communication throughout the year to ensure that the program statement is followed.

Our History

In 1978, **Awesome Beginnings Co-Operative Nursery School** came into existence as Strabane Co-Operative Nursery School when a group of area mothers discovered that the applications they had sent to an already established school had been lost or misplaced. By this time, the school had a waiting list and there wasn't another school in the area. Because of the

situation in which they found themselves, the mothers involved joined forces and it was as a result of their efforts that the Strabane Co-Operative Nursery School was formed. In September of 1998 the Nursery School moved from the basement of the Strabane United Church to the Carlisle Community Centre. In June 2001 the Nursery School officially changed its name from The Strabane Co-Op Nursery School to **Awesome Beginnings Co-Operative Nursery School**, also known as **ABC Co-operative Nursery School**.

ABC Co-operative Nursery School is licensed annually through the Ministry of Education under the Child Care and Early Years Act. The classroom is led by the Educational Team Leader and Teacher, who is a Registered Early Childhood Educator (RECE), registered with the College of Early Childhood Educators. A Administrative Coordinator & Teacher works closely, forming an effective team with the RECE and aiding in the implementation of the nursery school programs.

A co-operative school program is unique and special in that staff, parents and children work, learn and grow together. As a co-operative school, ABC Nursery School relies on its members to carry out many functions of the school. Only the **Educational Team Leader & Teacher**, and the **Administrative Coordinator & Teacher**, remain relatively permanent, while most of the executive and committee members change annually. In any one year, there may be no more than one-half the members remaining from last year, primarily as a result of the oldest children graduating from our program, while the other half will be new families joining our school. Thus, your contribution and input to the school will be highly valued and appreciated.

Over the years, the school has grown and welcomed many new families to our classroom. We continue to eagerly provide learning experiences for everyone involved. It is our school - it is your school - together we can make it wonderful place for our children to learn and grow.

How Does Learning Happen at ABC Nursery School?

At ABC, we believe learning happens when all children feel like they belong. When our classroom doors open, the children are greeted with smiling, enthusiastic teachers who are excited to start the new day together. The children are always encouraged to join the program at their own pace and the teachers will be available to help with gentle departures from their parents. At ABC, the teachers quickly learn individual likes and dislikes and incorporate all of the children's favourite things into their daily learning. The teachers are quick to recognize and respond to anxieties and possible illnesses in the class. Nothing goes unnoticed by our trained, loving staff.

At ABC, the teachers believe children learn when they are actively engaged in discovery. Hands-on exploration is the fastest and most enjoyable way for children to learn a new concept. Children are naturally curious. It is the teachers' role at ABC to build on these curiosities and encourage them to ask questions, problem solve, think outside the box and try new things. At ABC, the children thrive on being able to express themselves. Whether they are playing a game during circle time or creating a masterpiece at the art centre, children have the choice how they want to perform. The teachers know every child is unique and aim to boost self-esteem and confidence in everything they do at ABC.

Program Information

Arrival and Pick-Up

Classes begin promptly at 9 AM. The vestibule doors will be open at 8:45 AM so you have time to prepare your child for the program. The teachers will open the classroom doors to warmly welcome your child into the classroom at 9 AM.

If your child will not attend a session or if you will be late arriving, please call the school prior to 9 AM. You may leave a message on the answering machine if the teachers are unavailable to answer your call. Messages will be checked prior to each class.

Please help your child get ready for the program by hanging up his / her outdoor wear on his / her hook and change him / her into indoor shoes. Each child will also have a personalized bin, where you will find artwork, mail, etc. This is a great place to store your child's indoor shoes at the end of each session.

Unless otherwise arranged, children will not be released to any person other than those who are specified on the registration form. If your child will not be returning home with you, a dated note must be submitted to the Educational Team Leader & Teacher or the Administrative Coordinator & Teacher informing them of who will be picking up your child. Also, please inform your child in advance so that he / she will know of the change and ensure this new pick up person is prepared to provide identification upon pick up.

A late fee of **\$15.00** will be charged for every **10 minutes** (or portion thereof) past the end of the session that the parent is late picking up their child(ren). Payment can be in the form of cash or cheque made out to **ABC Nursery School** and will go into a fund to be used at the Board's discretion. Please notify the teachers if you will be arriving late so they can continue to play while waiting for your arrival.

Clothing

Children should be dressed appropriately for each seasonal demand. Children will often go outdoors to play or go for a walk. Your child should be dressed in clothing that is appropriate for the weather (season), physical activity and for potential exposure to paint, water, spills etc. Running shoes or rubber-soled shoes are required for safety and maximum support for little busy bodies. All clothing and footwear should be labeled with your child's name. Please provide an extra set of clothing in your child's school bag in case of emergencies, spills, etc. If you have lost an item, please check the lost and found box located in the vestibule or speak to the teachers.

Checklist of Items Needed for Class *Please ensure all items are labelled*****

- Set of extra clothing including socks and underwear (if needed)
- Reusable cup for water, that will remain at school
- Indoor shoes, that will remain at school in your child's bin
- Seasonal needs (winter wear, rain coats / boots, summer hats, sunscreen)
- Diapers and wipes (if needed)

Lunches

For children attending the 9 AM to 2 PM program, parents are asked to send a prepared lunch of their choice with their child each day. Lunches should be placed in a labeled lunch bag. Items must be peanut & tree nut free and care should be taken to include nutritious choices and items from each food group.

Field Trips

Throughout the year, field trips to special places of interest and / or special in-school visitors, corresponding to the program will be planned to enhance the curriculum. Advance notice will be given informing parents of the details, date and times.

- **For off-site field trips:** All parents / guardians are to remain with their children at all times. Other siblings are invited to attend as well. If you choose for your child to not attend the off-site field trip and it is his / her scheduled enrolment day, your child will have to remain at home that day. **There will not be a refund of that day's fees.** Unless otherwise specified, ABC will be closed on the day of an off-site field trip. No make up days/vouchers/refunds of tuition fees will be offered for any part of the school day that is missed due to a off-site field trip.
- **For special in-school visitors:** All children enrolled for that particular day automatically attend. Children who are not enrolled on that particular day can request a **Play Today*** option, or, can attend with a parent (for the time the visitor is present).

There will also be a **Program Enhancement** form to sign in your registration package allowing your child to attend community walks and outdoor exploration during unscheduled times of the program, under the direct supervision of the Educational Team Leader & Teacher, and, the Administrative Coordinator & Teacher.

* **Please Note: We will accommodate where ratio and enrolment numbers allow.**

Operations & Administration

Ages / Size of Classes

ABC Nursery School is licensed by the Ministry of Education, and follows ministry ratios for preschool designation. We do operate under mixed age group to include the younger students. At any given time this allows us to accommodate the following children per class:

16 Preschoolers aged 24 months to 5 years
(of which, only **three can be aged 24 to 30 months**)

Days and Hours of Operation

ABC Nursery School operates from mid-September until the end of June. A school calendar will be provided each year, detailing the operation and closure dates pertinent to that specific school year.

ABC offers a 1, 2, 3 or 4 day program. However, these sessions are dependent upon a minimum enrolment of 6 children per class or at the discretion of the **Educational Team Leader**

and Teacher and the **Executive**. A snack will be provided to children who attend a 2.5-hour program. Two snacks and a lunch will be provided to children who attend the 5-hour program.

Program times are: Half Day 9 AM – 11:30 AM

Full Day 9 AM – 2 PM

Ask us about the possibility of 11:30AM – 2PM

Admission and Discharge Policies

We welcome you and your child to visit the school! A visit can be arranged prior to joining the program to allow both you and your child to become familiar with the surroundings and ask any questions. As part of our registration process, children under 3 years are required to come for two (2) visits prior to start date. For children over 3 years of age, one (1) visit is required. At the Teacher's discretion, more or less visits may be requested in order to ensure our program is suitable to you and your family. Registration packages may be handed in prior to these visits in order to secure a placement.

A Registration Fee is required upon enrolment as detailed in your Registration Package. The completed Registration Package and Immunization Record must be submitted prior to your child's first day of school. Applications for the fall term will be considered on a first come, first served basis providing that all required forms and tuition fees have been received prior to your child joining the program. New children can be accommodated in the program throughout the year based on the child's age and the availability in the program.

Written notice of withdrawal must be given to the Administrative Supervisor a minimum of **four weeks** in advance. A rebate of tuition fees will be effective from the day after the withdrawal date as long as this date is a minimum of four weeks from notice being given. If your child is withdrawn from the school prior to the four week required notice period then the family remains responsible for tuition payment for the full four weeks. Four weeks written notice is also required for changing sessions.

ABC Nursery School may terminate services if policies are not followed, fees are not paid or if the program is unsuitable for your child. Tuition will be refunded from the date of termination.

Play Today* Program

The Play Today Program allows any enrolled child, and / or a sibling **whose complete registration information is on file**, to attend the nursery school during any day / session that he / she would not normally attend, provided there is availability in the program (**Play Today use is permitted on any day including "special" or "event" days**). This program is intended to give the parent or caregiver some free time for appointments, sick days, etc. It also gives a chance for a child to join in on a fun activity that may not occur on his / her enrolment day.

- **Statutory Holiday** – Each enrolled family who's regular day falls on a Statutory Holiday will be provided with a Play Today **voucher** in lieu of the Stat Holiday to be used according to the Play Today terms. Vouchers do not expire, they can be used on any day (including event and special days) where there is space

All enrolment criteria must be fulfilled for any child using the **Play Today Program**, whether they are currently enrolled or not. Registration packages must be completed before the child is able to attend the program, even if the child will only attend one session. The packages can be completed at any time prior to attending the program and kept on file for future use. Siblings are welcome as long as their age falls between 24 months and 5 years of age. Therefore, JK and SK children under the age of 5, who are also registered, may attend.

In order to reserve a space, the **Educational Team Leader & Teacher** must be contacted **before your arrival** on the desired day at **905-689-2307**. It is at the discretion of the **Educational Team Leader & Teacher** whether to accept a child on any given day. Mitigating factors are the day's enrolment numbers, programming, child's age and age of children already enrolled in the program, etc.

The cost of the Play Today Program is detailed in your Registration Package and is payable in cash or by cheque on the required day.

*** Please Note: We will accommodate where ratio and enrolment numbers allow.**

Holidays and Closures

ABC Nursery School observes the following statutory holidays:

- Thanksgiving Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day

The school will be closed for **Christmas** and **Spring Break** corresponding with the **Hamilton Wentworth Board of Education**. Advance notice of exact closure dates will be given in our newsletters and within our provided calendar of important dates.

Special Closure Dates

Professional Development

We support and encourage our teachers in their Professional Development. It benefits them in their own growth, and aids in the growth of the school. For this reason, there will be **two** school closures to ensure their attendance at these Professional Development days. The dates are as follows:

- November TBD
- April TBD

Each member family will be provided a Play Today **Voucher** for each permanently Registered day, where a PD Day applies.

Temporary Closure of the school is possible for any of the following reasons:

- **Absenteeism** – If the Educational Team Leader & Teacher Supervising Teacher is absent and a qualified replacement is not available.
- **Teacher / Child Ratios** – Where no substitute staff can be found to cover mandated teacher / child ratios.
- **Buses / Inclement Weather** – **The Hamilton Wentworth Board of Education** buses are not running or schools are closed due to inclement weather conditions.
- **Circumstances Beyond Our Control** – septic problems, frozen pipes, etc.

**WE APOLOGIZE BUT NO REFUND OF TUITION FEES WILL BE MADE
WHEN THE SCHOOL IS CLOSED FOR A TEMPORARY CLOSURE**

Fee Payment

Tuition Fees

Post-dated cheques for the entire school year, dated the first of the month (September to June) are required prior to your child's first day of school. Receipts are given for income tax purposes.

In-Class Duty

- **Opt In** – Four cheques of \$35 dated the first day of the school year to cover any missed In-Class Duty days previously scheduled. These cheques will only be cashed if duty days are missed.
- **Opt Out** – In-Class Duty Opt Out Fee Cheques must be included with your registration package. Please choose one of the Opt Out payment options, detailed in your Registration Package.

General Meetings

Four cheques of \$40 dated the first day of the school year to cover any missed General Meetings as scheduled in your Registration Package. These cheques will only be cashed if duty days are missed.

Morning / Afternoon Snack

Snack fee is \$50 per student per year, paid by cheque dated the first day of the school year. Any enrolment **after January 30th, 2018** the fee will be \$35, paid by cheque dated your child's first day of school. This provides all students with a nutritious snack.

Notes:

- A multi-child discount of **20% for the second and subsequent child** within the same family will be applied.
- Any changes in fees will be approved by a majority vote of the Membership.
- There will be a **\$25.00 charge for any NSF** cheque.

Short Term Leave Policy

A short term leave of absence from ABC Nursery School will be granted for a **minimum time period of 30 days**, without tuition fees, with **30 days prior written notice** given to the President and Educational Team Leader & Teacher requesting the leave.

In the event that during the child's leave the class enrolment reaches capacity and a new student wishes to enter the class, the parents of the child on leave must either:

- Withdraw their child from the class to make room for the new student
- Pay the tuition fees during the child's leave to secure their place upon returning

In the event a short term leave of 30 days or more is requested but 30 days written notice is not possible, written notice of the leave is required and tuition fees continue to be paid. At the discretion of the **Board of Directors**, tuition fees may be waived. If the leave is longer than 30 days, tuition fees will not be required after the first 30 day period is completed.

Membership Information / Duties

Our **teachers** will provide a monthly schedule for the following duties. The frequency of the duties will depend on the total number of families enrolled.

1. **Play dough** – The recipe and instructions for making play dough are available from the teachers. You can choose to make one batch of play dough or purchase four containers of ready-made play dough. (Dollarama is inexpensive for play dough should you choose this option.)
2. **Laundry** – Each family will be scheduled to help out with laundry (towels, cloths, dress up clothes, etc). These items can all be washed and dried together in one load.
Note: Due to possible allergies and sensitivities, please **DO NOT** use fabric softener
3. **Picking up Groceries** - groceries will be ordered online by the teachers and then picked up by families (at Walmart)

Volunteer Roles

Each member family must fulfill a volunteer role to help with the daily and overall operation of the Cooperative Nursery School. There are two options to fulfill this requirement.

1. **In Class Volunteering** – Each Opt In member family must volunteer for 2.5 hours in the classroom every 4 weeks as scheduled by the Volunteer Coordinator. Efforts will be made to accommodate your schedule; however there are certain periods when it is imperative that we have a parent volunteer in the classroom and other times in which a volunteer is less important. Each family is required to have a parent / guardian or family representative with a valid **Vulnerable Sector Screening (VSS)** and a **Negative TB Test Result** on file prior to volunteering. Failure to provide this documentation will result in a missed duty day cheque being cashed.

***Note:** At teacher's discretion, siblings aged 24 months and older who wish to attend ABC school with a parent during their volunteer shift may do so if registered. This

means they must have a complete registration package with all necessary documents and have paid the 45\$ registration fee.

2. **Executive Board Member** – The Nursery School is kept in operation by a volunteer parent Board of Directors. As families come and go, there are always shifting positions within the Board. Where there is a void in a board position, you may opt to fill that position as your volunteer role.

If You Cannot Fulfill Your Classroom Duties

The Volunteer Coordinator will be in charge of scheduling in-class duties. If you are assigned a duty you cannot fulfill, it is **your responsibility** to find a replacement from among the other member families or your own family (remember anyone volunteering in class **MUST** have valid Vulnerable Sector Screening and Negative TB Test on file). You must notify the Volunteer Coordinator of any substitutions you make. If a duty day is missed, an **Opt Out** cheque of \$35.00 will be cashed.

Supervision of Volunteers and Students Policy

Only RECE staff and Assistant Staff will be counted in our staffing ratios. Other Volunteers (duty parents, placement students, volunteers, resource teachers etc.) will not be left alone with a child, nor included for the purpose of meeting staff ratios.

RECE staff and assistant staff members, with completed criminal reference checks with vulnerable sector screening, will be the only people allowed to be in direct / unsupervised company of the children. Direct / unsupervised access refers to the times when a staff member is alone with a child, for example, when escorting them to and from the bathroom.

Volunteers and students will be supervised at all times and will help in the classroom as directed by ABC Nursery School staff.

All volunteers, including duty parents and students, must be familiar with and follow the Supervision of Volunteers Policy when on duty in the classroom. ABC Nursery School staff will be responsible on a day-to-day basis for making sure the policy is being followed.

Committees

Your participation in a committee (fundraising, field trips, Christmas party, etc.) helps to keep our costs low. Plus it's a fun way to meet some of the other parents from the school and your neighbourhood. Please sign up during our General Meetings as events are discussed! Many committees are short term and require minimal time, especially if we have many volunteers. Many hands make light work!

Fundraising

ABC Nursery School uses fundraising efforts at the school to keep the cost of the program as low as possible and to help purchase art materials, books and toys to enhance the program. Families are requested to participate in all ABC fundraising activities to the best of their ability. We do have a few fun community events throughout the year that we would require the participation from all of the families. These community events will be discussed at one of our General Meetings.

The Pancake Breakfast and FREE Family Skate is a **mandatory fundraising event** for all enrolled families. There is strength in numbers, and by having full participation, we'll see the best results – we need all hands on deck! (**Note:** opt out fees may apply to cover cost to fill positions).

General Meetings

Important issues are discussed and decisions are made at the General Meetings, therefore it is required that **ALL** parents attend. There will be four general meetings per school year at which each member family must have a representative (parent, guardian, grandparent, etc). At the last General Meeting of the school year a new executive is elected.

An agenda will be posted prior to all meetings outlining items to be discussed and asking parents to list any other items they wish to discuss. The dates of these meetings are **listed in your registration package**. We will also send out a meeting reminder one week prior to the meeting.

All general meetings are held in the classroom, in the evening, and take approximately 1.5 hours. If you miss a meeting, **one \$40.00 Opt Out cheque** of the four provided, will be cashed.

One cheque will be returned to you at each of the four general meetings that you attend. The **Treasurer** will make an announcement to this effect. You are responsible for collecting your penalty cheque at each meeting.

Role and Responsibilities of the Co-op Executive

President

- Oversees all the functions / administration of the school.
- Plans and sets up Executive and General Meetings and ensures that all pertinent issues are tended to at each meeting.
- Is responsible for completing all licensing and other Government forms/documents etc., and ensures that they are sent out by the appropriate dates.
- Attends Co-op Council Meetings.
- Works closely with the Educational Team Leader & Teacher and ensures that he/she adheres to the School's policies and procedures and rules and regulations set by the Ministry of Education.
- Is present at the School on the day the program advisor from the Ministry of Education visits the School for re-licensing.
- Establishes and maintains communication with the Resource teacher.
- Deals with problems, issues, concerns which otherwise cannot be dealt with effectively.

- Deals with all issues regarding the building's Landlord.
- Maintains confidentiality for Consent of Disclosure Forms and Vulnerable Sector Screenings.

Vice President

- Works closely with the President.
- Performs duties and tasks delegated to the Vice President from the President.
- Performs all duties and tasks of the President in the event that the President is unable to tend to them.
- Attends Co-op Council Meetings.
- Maintains confidentiality for Consent of Disclosure Forms and Vulnerable Sector Screenings.

Treasurer

- Is responsible for the financial aspects of the school.
- Maintains a master list of membership fees received for each month.
- Reconciles bank statements and maintains the general ledger.
- Completes Grant Forms, Income Tax Forms, Audit Exemption Forms, Tuition Receipts, etc.
- Prepares Financial Statements.
- Is responsible for making deposits at the bank.
- Attends Co-op council meetings.

Assistant Treasurer

- Is responsible for all aspects of payroll.
- Is responsible for all Accounts Receivable and Accounts Payable.
- Completes Record of Employment Forms, T4's, etc.
- Attends Co-op council meetings.

Secretary

- Takes the minutes of the Executive and General Meetings and reads the Minutes of the previous meeting at each meeting.
- Tends to other letters – Thank you, Requests etc, and outgoing mail.
- Seeks information regarding advertising, flyers etc.
- Has access to phone numbers relating to school activities, functions, and contact people.
- Maintains and Updates forms, handbooks, registration package, etc.
- Is Co-Admin on the ABC Nursery School Facebook page.
- Helps to collect messages from the ABC Nursery School voicemail.
- Attends Co-op council meetings.

Administrative Supervisor (paid position)

- Is responsible for enrolment processing.
- Ensures that registration forms, medical histories, immunization records and all other forms are complete, up to date and appropriately filed.
- Adds / changes any relevant information in the files.
- Updates and distributes the school index on a monthly basis or as required.

- Maintains One-Key System.

Role and Responsibilities of the Parents (Members)

- to be a member in good standing (fees paid, forms completed, commitment to committee etc.)
- to act in the school's best interest by adhering to the policies and procedures, rules and regulation.
- to assist in all facets of the program.
- to work as a team member.
- to attend ALL Membership meetings.
- to read all newsletters and school communications.
- to inform the Educational Team Leader & Teacher or Administrative Supervisor of any changes in personal information (phone number, address, allergies, medication etc.) or other pertinent information.
- to bring his / her child to school on time so that full participation and minimum program disruption is achieved.
- to call the school before the beginning of the relevant session if the child will not attend or will be late.
- to pick up his / her child on time and to inform the Educational Team Leader & Teacher, in writing, if someone other than the Parent is picking up the child.
- to assist undressing / dressing (coats, boots etc.) the child on arrival and pick up.
- to perform all duties of their volunteer position.

Policies & Procedures

Away and Make up Days Policy (Illness & Vacation)

A unique aspect of the program at ABC is the ability to make up days due to **illness** or **vacation**. Making up days is permitted from September to April. Making up days in May and June will not be permitted unless communicated in advance and make up days are scheduled prior to May and June (September through April). For example, if a vacation is planned in May, the child can make up those missed days prior to May/June (ie. March, April).

Make up days are only permitted for illness and vacation. Switching days is not permitted (ie. due to an appointment, or other reasons).

Families are required to notify the teachers if their child will not be attending on their regular day due to illness or vacation. That child is then able to attend ABC on a different day (make up day) without cost (this day is scheduled with the teachers).

Please Note:

- 1) Make up days due to illness or vacation will not be permitted on "special days" or "event" days.
- 2) Make up days need to occur within a reasonable amount of time, arranged with the teachers.
- 3) Each child will be entitled to **1 - 2** illness make up days per month (reflecting their registered time; ie. if a child is registered for a half day, then the make up day is a half day).

4) Each child will be entitled to **2 weeks** of vacation make up days per school year (reflecting their registered time; ie. if a child is registered for 3 half days, their allotted vacation make up days will be 6 half days per school year). Vacation must be communicated to the teachers in advance so that arrangements can be made.

* It is a maximum of **two school weeks** (ie 8 full or half days) per school year that can be made up. These make up days will always be at the teachers discretion, if circumstances warrant.

Vulnerable Sector Screening Policy

As per Ministry regulations, the intent of requiring a VSS is as follows:

Obtaining a vulnerable sector check is a precautionary measure that is used to help determine whether individuals who are involved in the provision of childcare are fit and suitable to hold these positions of trust. Considering a person's relevant criminal history helps to ensure the safety and wellbeing of children in care.

A Vulnerable Sector Screening (VSS) must be completed by all staff prior to the commencement of his / her employment duties.

A Vulnerable Sector Screening (VSS) must be completed by all in-class volunteers and students prior to the commencement of his / her volunteer duties. Please note: Volunteers in a non in-class role (ie. Executive Member only), as well as Opt Out Parents, **do not require a VSS on file**. These volunteer are able to attend special events / occasions / field trips, however they cannot assist in bathroom or be alone with the children for any reason, at any time.

A previously obtained VSS will be accepted in its original format as long as the VSS is **less than 6 months old** from the date it is presented to ABC Nursery School.

An original copy of the VSS must be provided to and reviewed by the Educational Team Leader & Teacher or the Administrative Supervisor. The staff member reviewing the original document will sign off that the original was seen. A copy of the VSS will be kept on file at ABC.

The written summary of the viewed VSS must include the following information:

- Name of individual
- Start date
- Date vulnerable sector check was completed
- Date vulnerable sector check was obtained by the licensee
- Name of the police force that conducted the vulnerable sector check
- Confirmation that the individual has not been convicted of any offence set out under Section 9 of the CCEYA (see Manual Section 7.6 for more information)

Transition Period

A transitional period has been put in place by the Ministry due to the possible wait times for VSS applications to be processed. This policy is as follows:

ABC Nursery School does not necessarily need to obtain the Vulnerable Sector Screening from a staff or volunteer person before the commencement of his / her

duties, but they must have proof (ie; a receipt) that this person has made an application for a Vulnerable Sector Screening.

ABC Nursery School has the following provisions in place to support the safety and wellbeing of children in the program until the Vulnerable Sector Screening is obtained and when proof of application has been provided:

- ABC Nursery School will not permit a person who's Vulnerable Sector Screening has not been viewed, and accepted, unsupervised with any registered child.
- The staff and / or volunteer who are waiting for the completion of his / her VSS must complete a declaration form, indicating any previous offences that may contravene his/her ability to work with children.

Annual Offence Declarations

Once the original VSS has been seen and a copy on file, an **Offence Declaration**, indicating any changes must be signed annually **within 15 days** of the anniversary of the VSS or the most recent annual Offence Declaration.

An **Offence Declaration** is a written declaration signed by an individual that lists all of the individual's convictions for offences under the **Canadian Criminal Code**, if any, up to the date of the declaration, that are not included in the most recent Vulnerable Sector Screening obtained by the licensee.

Each **Offence Declaration** shall be current to **within 15 days** of the anniversary date of the previous Offence Declaration or Vulnerable Sector Screening and shall address the period since the most recent Offence Declaration or vulnerable sector check.

Licensees must ensure that all staff, volunteers, and students obtain a new Vulnerable Sector Screening every **three (3) years** and provide **Offence Declarations** for **every year** that Vulnerable Sector Screenings are not required.

If ABC Nursery School's relationship with a staff, volunteer or student, who has previously provided a Vulnerable Sector Screening to ABC, terminates and then subsequently resumes, ABC Nursery School must obtain a new Vulnerable Sector Screening if the relationship was terminated for **six or more months**, before the relationship resumes.

Please Note: There are a variety of Police Security Clearances available. Please ensure you apply for the Vulnerable Sector Screening which is specific for working and being with young vulnerable children. The Vulnerable Sector Screening is the only police check that will be accepted at ABC Nursery School as per Ministry regulations.

For details and forms needed to obtain a VSS, please check with your Local Police Service as indicated below:

- **For Hamilton Residents:** Your fee will be \$25.00 and it will take about 30 days to process. You must go to the 155 King William Street, Hamilton location or you can apply online (additional processing fee added to cost). Information can be found in the link below. Plan to wait and to pay for parking should you choose to apply in person.

<http://hamiltonpolice.on.ca/how-to/obtain-criminal-records-check>

• **For Halton Residents:** Your fee will be \$25.00 and it will take 2-4 weeks to process. There are several locations which can serve you – check the HRP website below. Usually the wait time is not long and parking is free:

<http://www.haltonpolice.ca/RecordsCourts/Records/PoliceRecordsChecks/Pages/default.aspx>

Tuberculosis (TB) Testing

It is a requirement that all Adults working in the classroom provide Negative TB Test Results, prior to volunteering. This testing must be done within 30 days of enrolment at ABC Nursery School. Please note, this is not covered by OHIP. It can be done at your Doctor's office, and some Walk-In Clinics. The Hamilton Community TB Screening Clinic is pleased to be able to offer the test at a lower cost (compared to higher costs in a Doctor's office or Clinic).

Please speak to Teachers or Executive Board members for further testing details and locations.

CPR / First Aid

As per Ministry guidelines, each parent volunteer **that is used to meet student ratio** requirements (two volunteers can replace one staff) must have a valid infant CPR and First Aid certificate. This course can be done at any valid organization.

Nutrition

Snack fee is \$50 per student per year. Any enrolment after January 30th, 2019 to the end of the school year will be \$35. This provides all students with a nutritious snack. There is a **no peanuts and tree nuts policy**.

Snacks will be served at the table. Teachers sit with the children and engage in pleasant conversation to provide a relaxed and happy atmosphere.

Notices of any allergies are posted in the kitchen and in the dining area. Please refer to this when helping to serve snacks / meals so we can ensure the safety of all the children.

If there are any changes in your child's allergies please notify the Educational Team Leader and Teacher and Administrative Supervisor verbally and in writing immediately.

**For children attending the 9 AM – 2 PM program, parents will prepare their child's lunch for that day at home and send it with their child in a labeled lunch bag. Please make sure there are no tree nut or peanut products in your child's lunch.

ABC Nursery School Bagged Lunch Policy and Procedure

Parent/Guardians with written consent, understand that they can provide their child with a bagged lunch when enrolled for the 5 hour program. It is not however, a requirement for enrollment. The school will always be able to provide a lunch when needed.

Please see the guidelines below:

- The lunch must adhere to the Canada Food Guide for suggested lunch items (see below)
- No peanut or nut products are to be included as per our “Anaphylactic Policy”
- Food is not permitted to be shared amongst the students
- All lunch bags/packs must be labelled with the child’s first and last name
- An ice pack must be put in the lunch bag/pack for perishable items
- Staff will check the contents of the lunch bags/packs to ensure they meet the above criteria
- This information will be forwarded to all parents in the program to ensure compliance and understanding of this policy.

Lunch Menu Criteria as per the Canada Food Guide:

½ to 1 child size serving of enriched or whole grain bread or equivalent.

1 to 2 child size servings of fruits or vegetables, raw and/or cooked.

1 child size serving of milk or milk products

1 child size serving of meat, fish, poultry, eggs, dried beans, peas and lentils (proteins)

There should be a variety of colour, texture, shape and flavour

All surfaces will be cleaned with a cleaning solution prior and after the children have their lunch. Staff and children will wash their hands prior to and after they have eaten and finished their lunch.

Staff will monitor lunches to ensure food does not enter the classroom if it contains nuts or has the warning sign “may have come into contact with nuts”.

Staff will supervise closely and child that has a life threatening allergy by sitting next to or across from them during the lunch time.

Staff will also monitor each child’s lunch and should it consistently not adhere to the Canada Food Guide they will work with the parent to provide sample menus. Sample lunch ideas/ menus will be available at ABC school to support families.

Procedure for Forgotten Lunch:

If a child arrives at school without a bagged lunch the following procedure will be followed:

- The parent/guardian will be notified as soon as possible and asked to drop off a bagged lunch.
- If a parent/guardian cannot be reached or cannot drop off a bagged lunch prior to lunch time, ABC school will provide a lunch for that child. Items such as bread, cereal, fruit, fresh vegetables, crackers, milk and cheese will be provided to the child.

Health Records

The **Child Care and Early Years Act** stipulates that prior to admission each child must be immunized according to the appropriate immunization schedule or provide the appropriate documentation stating the choice to abstain from immunizations. Immunization records must be kept up to date in your child’s file at all times. According to Ministry regulations, ABC Nursery School reserves the right to refuse attendance to a child in the program if the above information has been requested by the Administrative Supervisor or Executive and has not been submitted by the parent within a reasonable time frame. There are spot checks done on the school

by the Ministry to check all files and ensure that all medical/immunization records are complete. If they are not, the Ministry may suspend the child from participating in the school until records are completed.

Severe Allergy and Anaphylaxis Policy

“Anaphylaxis” means a serious systemic allergic reaction and can be life threatening; resulting in circulatory collapse or shock, and “anaphylactic” has a corresponding meaning. The allergy may be to food, insect stings, or other substances. Signs and symptoms may include ANY of the following hives, swelling (face, lips, tongue), itching, warmth, redness, coughing, wheezing, shortness of breath, chest pain or tightness, throat tightness, hoarse voice, nasal congestion or hay fever-like symptoms (runny, itchy nose and watery eyes, sneezing), trouble swallowing, nausea, pain or cramps, vomiting, diarrhea, paler than normal skin colour / blue colour, weak pulse, passing out, dizziness or light headedness, shock, anxiety, sense of doom (the feeling that something bad is about to happen), headache, uterine cramps, metallic taste. *Early recognition of symptoms and immediate treatment can save a life.*

ABC nursery school will strive to be a safe environment and reduce the risk to severely allergic or anaphylactic children. In light of this, ABC nursery school has implemented a comprehensive policy regarding children with severe allergies and anaphylaxis, to make parents and staff aware of their seriousness, and to ensure the well-being of all children. ABC nursery will strive make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy. ABC nursery school will make every effort to not use foods or materials containing significant allergens such as nuts or nut products. As part of this policy we ask your co-operation in ensuring that, 1.) your child is cleaned of any consumed allergens such as peanut butter which could be spilt on their clothing when eating at home and, 2.) that your child does not bring any food into the preschool classroom or preschool area. Consideration is also given to children who may have special dietary requirements. This will require the co-operation and understanding of all members of the school, including staff, children and parents.

The policy is in place to help support the needs of a child with a severe allergy or anaphylaxis and to provide information on anaphylaxis and awareness to parents, staff, students and visitors at the school. This provision aligns with *Sabrina’s Law, 2005* legislation which came into effect on January 1, 2006, requiring all district school boards and school authorities in Ontario to develop an anaphylactic policy.

Risk Reduction Strategies

The school will make all reasonable efforts to ensure that the risk of exposure to the allergy is reduced.

These strategies will include:

- Eating surfaces will be cleaned with soap and water then bleach and water as per Ministry of Health regulations
- Everyone will wash hands thoroughly before and after eating.
- Encourage each child to eat only food that they have been provided by the teacher and / or approved by their parents.
- Children are not to share food, utensils or containers.
- Place food on a napkin or wax paper rather than in direct contact with a desk or table.

- Reviewing the menu with parents / guardians of the child with anaphylaxis if meals are to be provided. Every effort will be made to remove the allergen if possible from the menu on days the child is attending.
- Implementation and enforcement of a policy on outside food.
- This list will be revised as necessary based on the allergies of enrolled children.

Outside food policy

We endeavour to provide a nut / peanut free environment. All snacks and foods provided by the school must be in accordance with this policy.

At this time, outside food will be permitted for special occasions, however we reserve the right to change this policy at any time. Any outside food must be **free of tree nut/peanut** products and be **store bought with ingredient labels intact and legible**.

The outside food policy will be reviewed annually and revised as needed based on our student population and food allergies/safety.

Communication Plan

It is the responsibility of the parent to:

- Inform the school if his or her child has allergies or is anaphylactic or potentially anaphylactic upon registration or at any time an allergy develops.
- In a timely manner, complete medical forms and the Anaphylaxis Emergency Plan and have it signed by a physician (Appendix A) which includes a photograph, description of the child's allergy, emergency procedure, contact information, and consent to administer medication. This will be posted in the child's classroom in a key area with parents' permission. This form must be updated annually.
- It is recommended that the child wear medical identification (e.g. MedicAlert® bracelet).
- Advise the school if their child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A letter from the child's physician is required.)
- Provide the child care facility with adrenaline auto-injectors (check expiry dates). Two auto-injectors are preferred.
- Ensure that auto-injectors are taken on field trips.
- Be willing to provide safe foods for their child as necessary or for special occasions.
- Provide support to the facility and staff as required.

It is the responsibility of the staff and volunteers to:

- Be aware of children with anaphylactic or potentially anaphylactic allergies. A list of all children with allergies and their individual action plan will be displayed inside the classroom by the attendance binder, and on the kitchen counter (Parental permission is required to post the child's plan).
- On the child's admission to the school, the supervisor and the relevant teaching staff will discuss the child's allergies with the parent.
- Ensure annual training in caring for a child with anaphylaxis is provided and received.
- Discuss anaphylaxis with the other children, in age-appropriate terms as needed.
- Encourage children not to share lunches or trade snacks. Instruct children with life threatening allergies to eat only what he/she brings from home

- Work with the parents to choose foods for the menu that are safe for all children in the school if possible.
- Reinforce hand washing for all children and staff/volunteers before and after eating.
- Facilitate communication with other parents.
- Follow policies for reducing risk in eating and common areas.
- Ensure that the auto-injector (Epi-pen or Allerject) is in a safe, UNLOCKED location and accessible in an emergency. It is to be out of the reach of young children. This area will be labelled and identified in the individual plan. Our schools location is on top of the white refrigerator in the kitchen.
- Place posters describing signs and symptoms and emergency procedures in relevant school areas.
- Supervise children while eating to the best of their ability to ensure there is no sharing of food.
- Share information about anaphylaxis and strategies put in place to reduce the risk of reaction with the entire school community (e.g. students, parents).
- Provide on-going reminders in newsletters, bulletins, and during information events as needed.

Individual Plan

The parent / guardian of an enrolled child with an anaphylactic allergy are required to provide input on the child's individual Anaphylaxis Emergency Plan. This will include the following:

- a description of the child's allergy
- monitoring and avoidance strategies
- signs and symptoms of an anaphylactic allergy
- action to be taken by day nursery staff in the event the child has an anaphylactic reaction
- parent/guardian consent that allows the day nursery staff to administer the allergy medication in the event their child has an anaphylactic reaction
- emergency contact information

A sample of an individual plan will be provided (Appendix A) if requested. The individual plan must be signed by the parent / guardian and the child's physician.

The individual plan for a child with anaphylaxis and the emergency procedures for each child shall be reviewed as follows:

- By the supervisor before the child is placed in the school and at least annually afterwards.
- By all employees before they begin their employment and at least annually afterwards.
- By volunteers and students who will be providing care or guidance at the day nursery before they begin providing that care or guidance and at least annually afterwards.

School Emergency Plan

Staff should be able to recognize an allergic reaction. A person having an anaphylactic reaction might have ANY of these signs and symptoms:

- **Skin system:** hives, swelling (face, lips, tongue), itching, warmth, redness

- **Respiratory system (breathing):** coughing, wheezing, shortness of breath, chest pain or tightness, throat tightness, hoarse voice, nasal congestion or hay fever-like symptoms (runny, itchy nose and watery eyes, sneezing), trouble swallowing
- **Gastrointestinal system (stomach):** nausea, pain or cramps, vomiting, diarrhea
- **Cardiovascular system (heart):** paler than normal skin colour / blue colour, weak pulse, passing out, dizziness or light-headedness, shock
- **Other:** anxiety, sense of doom (the feeling that something bad is about to happen), headache, uterine cramps, metallic taste

Early recognition of symptoms and immediate treatment could save a person's life.

To respond effectively during an emergency, a routine has been established and practiced, similar to a fire drill. During an emergency:

- **Give epinephrine auto-injector** (e.g. EpiPen® or Allerject®) at the first sign of a known or suspected anaphylactic reaction.
- **Call 9-1-1** or local emergency medical services. Tell them someone is having a life-threatening allergic reaction.
- **Give a second dose of epinephrine** in 5 to 15 minutes **IF** the reaction continues or worsens.
- **Go to the nearest hospital immediately (ideally by ambulance)**, even if symptoms are mild or have stopped. The reaction could worsen or come back, even after proper treatment. Stay in the hospital for an appropriate period of observation as decided by the emergency department physician (generally about 4 hours).
- **Call emergency contact person (e.g. parent, guardian) as soon as possible.**

Location of Auto-injectors (epi pen and Allerject)

All Epi-pens or other auto-injectors and medications are to be kept in a labeled, unlocked box, out of reach of children. This location will be outlined in the Individual **Anaphylactic Emergency Plan**. The location for our school is on top of the white refrigerator in the kitchen.

Staff and volunteer training

All staff and volunteers will receive training from a physician or a parent on procedures to be followed in the event of a child having an anaphylactic reaction. Training will be provided at the beginning of the school year and as needed for new staff and volunteers and as new children attend preschool.

The policy and procedures will be reviewed, annually, by staff and volunteers. This will be documented and records will be kept indicating that staff and volunteers have reviewed the policy. Staff and volunteers will also be encouraged to review anaphylaxis training online <http://www.eworkshop.on.ca/edu/anaphylaxis/sc00.cfm?L=1>

References

Ontario Ministry of Children and Youth Services. Day Nurseries Act. January 2007.

Canadian Society of Allergy and Clinical Immunology. Anaphylaxis in Schools & Other Settings, 2nd Edition Revised. 2005-2011

Administration of Medication

ABC Nursery School will administer provided medications that are required as immediate emergency treatment such as emergency **puffers and Epi-pen's only**. Written authorization by the parent is required and must be given by completing the top portion of the **Drug Administration Form**. Each time a drug is administered it will be immediately documented on the same form and kept in the child's file.

Note: Teachers cannot administer **prescribed daily medication, antibiotics, etc.** If you wish your child receives such medication while at school, a parent/guardian must come in to do so. We cannot apply sunscreen. Please put on before the school day starts if you wish your child to wear it.

In the case of an **Anaphylaxis Allergy**, the **Anaphylaxis Emergency Plan Form** will be completed and signed by the parent.

IMPORTANT – Any kind of medication **should not** be kept in the child's school bag. It is the parents' responsibility to personally hand the medication to the **Educational Team Leader & Teacher** to be stored out of the reach of children. Please keep all other medications, including over the counter medications at home so they are always out of reach of the children.

When to keep your child home:

Children should be kept **at home** if they are showing any of the following:

- fever and a combination of other symptoms (nausea, vomiting, etc.)
- fever and a body rash
- diarrhea – two or more liquid stools or a change in the normal pattern of bowel movement (eg. runny, watery, or bloody stools)
- vomiting – two or more times in at least 24 hours
- eye discharge – yellow or white
- severe cough
- yellowish skin or eyes, or "jaundice"
- irritability, continuous crying or requiring more attention than can be provided
- inability to participate fully in the program even if no specific symptoms are present

Any child sent to school and subsequently showing signs of illness must be separated from the other children and a parent / caregiver will be contacted to pick up the child. The child should remain separated until he / she can be picked up by the parent / guardian in order to prevent the spread of a communicable/infectious disease to well children or staff members / parents. The **Educational Team Leader & Teacher** shall also document the symptoms of ill health on the **Record of Symptoms of Ill Health** form found in each child's file.

The child should continue to remain at home until the end of the exclusion period as outlined in the following table:

Condition	Exclusion Period
Diarrhea	until 48 hours after last diarrhea bowel movement
E. coli	until 2 consecutive negative stool specimens taken 24 hrs apart
Giardia	until diarrhea has stopped
Headlice	until 24 hours after first treatment applied
Hepatitis A	until 1 week after onset of jaundice
Impetigo	until 24 hours of antibiotics
Influenza	Until 5 days after symptoms began
Measles	until 4 days after rash appeared
Meningitis (bacterial or viral)	until child is recovered, decision to be made by a physician
Mumps	until 9 days after swelling began
Pertussis (whooping cough)	until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics
Pinkeye(yellow or white discharge)	until 1 full day of antibiotic treatment
Pinworms	until 24 hours after treatment is started
Pneumonia	until seen by a physician and permitted to return
Ringworm (body)	until treatment has started; keep child from swimming/wading pools, and water play until treatment is complete
Rubella (German Measles)	until 7 days after onset of rash

Scabies	until 24 hours after treatment
Scarlet fever	until 24 hours after starting treatment
Shigella	until 2 consecutive negative stool specimens taken 24 hrs apart
Strep Throat	until 24 hours after antibiotics are started
Tuberculosis – active	Call the Social and Public Health Services Department (905) 546-2063 and ask to speak to a Public Health Nurse
Vomiting	Until the vomiting stops and the child can hold down food, or it is determined that the vomiting is caused by a non-infectious condition

Note: The above table is a partial list. The **Social and Public Health Services Department** at 905 546-2063 should be contacted if it is suspected that a child has one of the communicable diseases listed in the **Table of Reportable Communicable Diseases**.

The following illnesses **do not** require the child to stay at home:

- chickenpox – unless the child cannot participate in normal activities (it is no longer a requirement to wait until blisters scab before returning to school)
- cold sores (unless severe)
- colds, colds with fever
- cytomegalovirus infections (CMV)
- ear infections (otitis media)
- fever only
- Fifth disease (Parvovirus B19, Erythema Infectiosum, slapped face syndrome)
- giardia, only if child/staff does not have diarrhea
- Hepatitis B
- HIV
- pink eye without discharge from the eyes
- roseola
- thrush and Candida diaper rash
- shingles

Communicable Disease Reporting & Outbreak Response

In the case of communicable diseases (see list below), a report has to be made to the City of Hamilton Social and Public Health Services Department at 905 546-2063 as soon as possible when it is known that a child, staff or volunteer has or may have a communicable disease. (It is not necessary to confirm or get a diagnosis from a physician prior to reporting a communicable disease. Reports to Social and Public Health Services may be made on the basis of information obtained from the child's parent/caregiver or based on the observations and impressions of the Supervisor).

An outbreak is when the number of ill children or staff becomes a concern or when they significantly exceed the usual number, and people who are ill have similar symptoms. When 10% of the children at the child care centre have a similar illness, this is a warning there may be an outbreak.

Some diseases such as measles should be treated like an outbreak even if there is only one case. If you are unsure whether the illness is an outbreak, call Public Health Services.

Any case of communicable disease will be posted on the Parent Board, stating the communicable disease. Information letters from Social and Public Health may also be sent home containing recommendations for certain children and/or staff/volunteers to receive specific antibiotics or immunization as well as an explanation of the illness. All personal information reported to Social and Public Health Services is handled confidentially.

Table of Reportable Communicable Diseases:

Acquired Immunodeficiency Syndrome (AIDS)

Amebiasis

Anthrax

Botulism

Brucellosis

Campylobacter enteritis

Chancroid

Chickenpox (Varicella)

Chlamydia trachomatis infections

Cholera

Cryptosporidiosis

Cyclosporiasis

Cytomegalovirus infection, congenital

Diphtheria

Encephalitis, including: *primary viral, post-infectious, vaccine-related, subacute sclerosing panencephalitis, unspecified*

Food poisoning, all causes

Gastroenteritis, institutional outbreaks

Giardiasis

Gonorrhoea

Group A Streptococcal disease, invasive

Group B Streptococcal disease, neonatal

Haemophilus influenzae b disease, invasive

Hantavirus

Hemorrhagic fevers, including: *Ebola virus disease, Lassa Fever, Marburg virus disease, Other viral causes*

Hepatitis, viral: *Hepatitis A, Hepatitis B, Hepatitis C, Hepatitis D, Delta hepatitis*

Herpes, neonatal

Influenza

Legionellosis

Leprosy

Listeriosis

Lyme Disease

Malaria

Measles

Meningitis, acute: *bacterial, viral, other*

Meningococcal disease, invasive

Mumps

Ophthalmia neonatorum

Paratyphoid Fever

Pertussis (Whooping Cough)

Plague

Poliomyelitis, acute

Psittacosis/Ornithosis

Q Fever

Respiratory infection outbreaks in institutions

Rabies

Rubella

Rubella, congenital syndrome

Salmonellosis

Shigellosis

Smallpox

Streptococcal pneumoniae, invasive

Syphilis

Tetanus

Trichinosis

Tuberculosis

Tularemia

Typhoid Fever

Verotoxin-producing E. coli infections

Yellow Fever

Yersiniosis

Diarrhea

All incidents of diarrhea, not normal for that child, shall be recorded in the **Illness Surveillance Form**. If there is a concerning increase in the number of children who have diarrhea, or when children with diarrhea have unusual symptoms (severe stomach pain, bloody diarrhea, dehydration), the **Social and Public Health Services Department** shall be informed.

Respiratory Illnesses

If a child is showing signs of a respiratory illness (runny, stuffy nose; cough; fever; body ache) but is well enough to participate in regular activities, no action needs to be taken. If a child is not well enough to participate, it may indicate a more serious underlying respiratory illness which might require medical attention, and the child should be segregated and the parent or guardian contacted to pick the child up.

Toy and surface cleaning will be increased to as often as possible during times when illnesses are noted.

Sanitary/Hygienic Practices

All cleaning supplies, disinfectants or chemicals of any type are to be specifically labeled and always kept out of reach of children.

Snack tables have to be disinfected before and after use. The Health Department requires the following method be used:

- Clean with the **soap and water** spray solution
- Disinfect with the **bleach and water** spray solution
- Let surface air dry

Children and staff are required to wash hands after using the toilet, wiping a nose and before handling food. Single service disposable paper towels and a liquid hand soap dispenser are provided in the school facilities.

Diapering procedures are posted above the change table and must be followed. The change table shall be disinfected after each child using the same 1,2,3 method as listed above. Hands are to be washed after each diaper change by both the child and whoever changed the diaper. Soiled diapers are to be first placed in a plastic bag, tied then disposed of in the garbage can in order to decrease the odour and the chance of contamination of those using the garbage can.

Kitchen and bathroom floors shall be kept clean, and the carpets cleaned a minimum of once per school year. Bathrooms, including toilets, sinks and change table shall be disinfected and thoroughly cleaned after each session as outlined in the table below. Toys and equipment shall be washed and disinfected on a regular basis as outlined on the table below.

Cleaning and Disinfecting

These are minimum recommendations and apply to normal operating conditions. During an outbreak of a communicable disease, extra cleaning and disinfecting will be necessary.

Toys	When	How
Small toys that go into mouth	Daily or more often as observed by staff	clean (soap/ water) > disinfect (bleach / water) > air dry Hard plastic toys can go into the sanitizer and cloth toys into the washing machine
Large Toys	Weekly	clean (soap / water) > disinfect (bleach / water) > air dry
Dress Up Clothes	Weekly	clean (launder) > dry on hottest setting
Hats / Headwear	After each play session	clean (wipe or launder)
Play Areas/Surfaces		
Dining table tops	Before & After meals	clean (soap / water) > disinfect (bleach / water) > air dry
Floors – tiles, vinyl	Daily in infant & toddler areas and eating areas. Weekly in other areas.	Clean with soap and water
Floors – Carpet	Twice Weekly Twice per year	Vacuum Steam Clean
Small rugs	Twice Weekly	Vacuum or launder
Toilet and Potty Chairs		
Toilet bowls	Weekly	clean > toilet bowl cleaner
Toilet seats and rims	Daily	clean (soap / water) > disinfect (bleach / water) > air dry

Flushing handle, door knobs, counters, faucets	Daily	clean (soap / water) > disinfect (bleach / water) > air dry
Counters, faucets	After each use	clean (soap / water) > disinfect (bleach / water) > air dry
Diaper change surface	After each use	clean (soap / water) > disinfect (bleach / water) > wipe dry before next child is placed on table

Dish Washing

Reusable eating utensils and dishes must be washed, disinfected, rinsed, and air-dried. According to Ministry regulations the 3 sink method or an industrial sanitizing machine must be used in washing dishes. Both methods are posted above the sinks in the kitchen.

The 3 Sink Method:

Sink 1	Sink 2	Sink 3
Hot water and dish soap	Hot rinse	Warm rinse and 10% bleach

Alternatively, the following method can be used if an approved Industrial sanitizing Machine is on site:

Sink 1: Scrape and rinse dishes

Sink 2: Water in hot soapy water

Sink 3: Rinse and then place dishes on trays and insert into industrial sanitizing machine; when done air dry

Fire Safety Policy

- Fire Drills shall be conducted once per month
- Records shall be maintained for a minimum of 24 months

Fire Drill Procedure

- Administrative Coordinator & Teacher leads the group of children to the nearest fire exit (there are two exits – main doors at the front of the class and rear door through the kitchen)
- Administrative Coordinator & Teacher takes attendance clipboard from table

- Co-op parents and volunteers aid in directing children safety to the nearest fire exit with the Administrative Coordinator & Teacher
- Educational Team Leader & Teacher ensures all kitchen appliances are off
- Educational Team Leader & Teacher checks all the rooms and closes all doors
- Educational Team Leader & Teacher evacuates with the backpack containing all emergency records, first aid kit and emergency medications (epi-pens, puffers)
- Staff, children, co-op parents and volunteers assemble at the east side of the library.
- Administrative Coordinator & Teacher takes attendance of the group and reports to teacher
- Educational Team Leader & Teacher ensures that 911 has been called
- Educational Team Leader & Teacher meets the fire department
- Educational Team Leader & Teacher immediately notifies responding Fire Emergency Personnel if any occupants are missing
- Staff, children, co-op parents and volunteers remain at the emergency assembly point waiting for direction from the fire emergency personnel
- If unable to reenter the building, staff, children, co-op parents and volunteers proceed to the designated Emergency Evacuation location:

Carlisle Medical Centre
1493 Centre Road, Carlisle
905-689-3301

- Parents or emergency contacts will be notified immediately by telephone and will be required to pick up their child in a timely manner

ABC Teachers and staff have emergency management policies and procedures in place. Parents will be notified in the case of an emergency situation by phone call and/or email.

Serious Occurrence Policy

The intent of this Serious Occurrence Policy is to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and wellbeing of children and staff and to ensure that any serious incidents are reported, tracked and followed up on.

Serious Occurrences are defined as follows:

- Death of a Child
- Allegation of Abuse and/or Neglect
- Life-threatening Injury or Illness a. Injury b. Illness
- Missing or Unsupervised Child(ren)
 - Child was found
 - Child is still missing
- Unplanned Disruption of Normal Operations
 - Fire
 - Flood
 - Gas Leak

- Detection of Carbon Monoxide
- Outbreak
- Lockdown
- Other Emergency Relocation or Temporary Closure

Abuse is defined and includes the following:

- To suffer physical harm as a result of another person
- To be sexually molested or sexually exploited
- To require but not be provided with medical treatment
- With respect to children, abuse*, as defined in the *Child and Family Services Act (CFSA)*, section 72, specifies the duty to report to the local Children’s Aid Society information regarding a child’s suspected need of protection. In this instance, the report must be made directly to a Children’s Aid Society office by the person who suspects the child’s need for protection. This person must not rely on anyone else to report on his/her behalf.
- A report must be made directly to the Children’s Aid Society where a child is, or may be, in need of protection. A Serious Occurrence form only needs to be submitted if the allegation or abuse or neglect has been made against an employee of ABC Nursery School.
- Registered Early Childhood Educators (RECEs) are required by law to report any suspected abuse or neglect to the Children’s Aid Society directly and immediately as per *The Early Childhood Educators Act, 2007*. Failure to report is contrary to the law and may constitute professional misconduct.

Responding to a Serious Occurrence

- In the event of a serious occurrence, staff will ensure that the appropriate emergency personnel (fire, police, ambulance, Children’s Aid Society, etc) are contacted/dispatched as viewed necessary based on each unique incident.
- Parents/guardians will be notified of the occurrence and an appropriate accident report will be completed with a copy being provided to the parents. ABC Nursery School will retain a copy of the Accident Report on file for 2 years.

Reporting a Serious Occurrence

The Educational Team Leader & Teacher or Administrative Supervisor must report any Serious Occurrence, using the **Serious Occurrence Notification Form**, found within the online **Child Care Licensing System (CCLS)** within 24 hours of the incident. If this online report cannot be submitted within 24 hours, a rationale for the delay must be communicated to the Program Advisor.

Details to consider when creating the report are as follows:

- What happened? – Description of incident
- When did it happen? – Date, time, etc
- Who was involved?
- Where did it happen?

- What action was taken?
- What is the current status?
- What further action is proposed?
- Who was notified about the incident? – Parent, Police, Children’s Aid Society, Ministry, etc.
- Would a more thorough investigation seem necessary?

A summary of the **Serious Occurrence Report**, and any action taken as a result, must be posted for 10 business days in a conspicuous place by the person who reported the incident for at least 10 days from the final update.

The Educational Team Leader & Teacher or Administrative Supervisor must update the **Serious Occurrence Report** online when, either, new information is available or the Program Advisor requests an update. The Update must be posted for 10 days.

The Report and the Summary of the report must be kept on file for **three years**.

Executive Notification

The Educational Team Leader & Teacher or the Administrative Supervisor (whomever made the initial report) shall notify the Executive Board about the incident and subsequent report in a timely manner.

Serious Occurrence Annual Summary and Analysis

The Educational Team Leader & Teacher or the Administrative Supervisor shall complete an Annual Summary and Analysis Report. The intent of this annual report is to summarize the serious occurrences throughout the year and identify issues, trends and actions taken. This report must be kept on file and reviewed during licensing inspections.

Reporting Suspected Child Abuse

The following is quoted from the **Government of Ontario** pamphlet **Your Responsibility under the Child and Family Services Act, Reporting Child Abuse and Neglect**:

“If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a children’s aid society. The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report **directly** to a children’s aid society. The person must not rely on anyone else to report on his or her behalf.

You do not need to be sure that a child is or may be in need of protection to make a report to a children’s aid society. “Reasonable grounds” are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect. Any professional or official who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable on conviction to a fine of up to \$1000.”

Prohibited Practices and Positive Child Guidance Policy

Any staff, volunteer and/or student at ABC Co-operative Nursery School will adhere to the following Prohibited Practices Policy

Prohibited Practices:

ABC Co-Operative Nursery School **SHALL NOT PERMIT:**

- 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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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.

As a ministry requirement, the following **Prohibited Practices and Positive Child Guidance Policy** must be read aloud to each member, then signed, and dated by the member and the executive as outlined in your registration package.

Positive Child Guidance refers to efforts intended to model appropriate behaviour. Teachers, volunteers and parents will model positive interactions for children. **Positive Child Guidance** also includes any efforts to encourage, produce, and maintain appropriate and acceptable behaviour.

When interacting with children, teachers, students and volunteers will practice the following:

- Teacher, student, volunteer intervention will be in the form of praise, hugging, encouraging and positive comments and reminders to the children of acceptable behaviour. Children thrive on showers of praise.
- Ignorance – many behaviours should be ignored - meaning no attention is paid whatsoever, including warnings, reprimands, or dirty looks
- Positive redirection – children having a difficult time managing in a particular play area, redirect them to another activity
- If inappropriate behaviour occurs, provide an explanation as to why the behaviour is not acceptable
- **CHILDREN ARE NOT TO BE ISOLATED IN CLOSED ROOMS - KITCHENS, BATHROOMS, AND CLOSETS ETC.**

- Severe behaviour problems – If a child displays severe behavioural problems beyond the capability and control of the Teacher, assistance shall be sought by an appropriate authority i.e. Resource Teacher

Note: If anyone (teacher, student or volunteer) feels himself / herself losing patience with a child or situation, it is important to remove themselves from the situation and ask someone for help or relief. This is NOT viewed as a weakness but rather as professionalism. It happens to everyone occasionally but should never be a reason to penalize a child.

Contravention of Prohibited Practices and Positive Child Guidance Policies:

Teachers, students and volunteers are expected to comply with the program's stated policies and procedures and the requirements of the **Child Care and Early Years Act** with respect to **Prohibited Practices and Positive Child Guidance Policy**. Failure to comply could result in a verbal warning followed by a written warning and finally dismissal.

Various criteria should be considered when determining which disciplinary measure to take. These may include:

- Seriousness of the offence.
- Actual or potential risk or harm to the child.
- Past performance in general to the child.
- Recent performance.
- Frequency of occurrence.
- Previous disciplinary action taken

Prohibited Practices and Positive Child Guidance Policy Monitoring

- All members (parents) of ABC Nursery School must sign their membership pledge or blanket **Prohibited Practices and Positive Child Guidance Policy** acknowledging that the policy has been reviewed, that the policy is understood and will be adhered to.
- All volunteers of ABC Nursery School must sign the **Prohibited Practices and Positive Child Guidance Policy** form acknowledging that the policy has been reviewed, understood, and will be adhered to.
- All staff of ABC Nursery School must sign the **Prohibited Practices and Positive Child Guidance Policy** acknowledging the policy and responsibility to monitor students and volunteers.
- The Behaviour Management Monitoring of the Staff will be performed a minimum of two times per school year by a designated member of the Executive. The Staff Member will not be informed prior to the monitoring process. Observations will be documented and discussed with the Staff Member. A complete file of Behaviour Management Policy Monitoring will be kept for a period of three years. The file will not be accessible to members, only through Staff Members or designated members of the Executive.

Parent Issues and Concerns Policy and Procedures for ABC Nursery School

Purpose

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

Definitions

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

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

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by ABC Nursery School and board of executives 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 or concern will be provided to parents/guardians within **2** business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact (CAS) directly.

Hamilton Children's Aid Society 905 522-1121
Catholic Children's aid Society of Hamilton 905 525-2012

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>Program Room-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> -the classroom staff directly <p>OR</p> <ul style="list-style-type: none"> -the supervisor or licensee. 	<ul style="list-style-type: none"> • address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> • arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received; • the name of the person who received the issue/concern; • the name of the person reporting the issue/concern; • the details of the issue/concern; <p>and</p> <ul style="list-style-type: none"> • any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <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 [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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>General, Centre- or Operations- Related e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to: -the supervisor or licensee.</p>	
<p>Staff-, Duty parent-, Supervisor-, and/ or Licensee- Related</p>	<p>Raise the issue or concern to: -the individual directly OR -the supervisor or licensee.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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:
Student- / Volunteer-Related	Raise the issue or concern to: -the staff responsible for supervising the volunteer or student OR -the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the members of the executive. See contact info below.

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

Volunteer Board of Directors

Meaghan Hunter, President abcnurserypresident@gmail.com

Bonnie Clark, Treasurer abctreasurerCarlisle@gmail.com

Kristen McClellan, Secretary TBA

Teachers

Andrea Proulx, RECE and Teacher Supervisor abcnurseryteachers@gmail.com

Kathy Hannaford, Administrator/Ass't Teacher abcnurseryteachers@gmail.com

Hamilton Children's Aid Society 905 522-1121

Catholic Children's aid Society of Hamilton 905 525-2012

Hamilton Public Health Jane Lee 905 546-2424 x3577

Ministry Program Advisor Jill Smith 905-693-9771

Ministry of Education, Licensed Child Care Help Desk:

1-877-510-5333 or childcare_ontario@ontario.ca

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

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

(a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;

(b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and

(c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

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

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

Intent

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