



PARENT HANDBOOK

Shoberry's 2 Daycare Centre
26995 Highway #48
Sutton West, ON L0E 1R0
Telephone: 905-722-7715

Website: www.shoberrys.com

PROGRAM STATEMENT

Shoberry's Daycare Centre was originally founded in 1998; Shoberry's 2 Daycare Centre has been in operation at its current location since 2006. Shoberry's facility provides care for infants, toddlers, preschoolers, kindergartens, and school age children to the age of 12.

At Shoberry's 2 Daycare Centre, we believe deeply in the value of inquiry play. During inquiry play, children use their senses to discover and manipulate the things in their environment. They interact with other children and adults. They imitate and experiment with roles and means of expression. Through the exploration of their environment, children begin to form the concepts on which all future learning will be based.

Shoberry's 2 Daycare Centre strives to provide a stimulating and nurturing inclusive environment that challenges and fosters a capable child's curiosity of the world and potential for learning by engaging him/her through child-directed activities. The program focuses on both the competent child and the family, recognizing the value, worth and dignity of each individual. Safe and stimulating environments are crucial, enhancing a child's full development. Our center provides a combination of a stimulating and nurturing environment that focuses on opportunities for learning through a variety of hands-on, play based inquiry experiences.

The Centre is an integral part of the school and community. The program focuses on both the child and the family, recognizing the value, worth and dignity of each individual. It is our intention to provide quality care for the children through the use of trained, qualified staff who provide a warm and stimulating environment geared to each child's own interests, abilities and needs.

At Shoberry's 2 Daycare Centre our goals and approaches are to:

- ✓ promote the health, safety, nutrition and well-being of the children by adhering to the Canada Food Guide;
- ✓ support positive and responsive interactions among the children, parents, families and staff by establishing and maintaining meaningful relationships;
- ✓ encourage the children to interact and communicate in a positive way and support their ability to self-regulate by modeling positive communication through role modeling;
- ✓ foster the child's exploration, play and inquiry by providing a balance of indoor and outdoor time throughout the day for the children;
- ✓ provide child-initiated and adult-supported experiences by providing a variety of materials for the children to explore;
- ✓ plan for and create positive learning environments and experiences in which each child's learning and development will be supported by following the children's direction in an inclusive environment;
- ✓ incorporate indoor programming and outdoor active play, including a two hour rest time, while giving consideration to the individual needs of the children receiving care at the same time maintaining a routine that supports both individual and group needs;
- ✓ establish and facilitate ongoing and open communication with parents and families using a variety of methods (i.e. verbal, email, newsletters, learning stories, etc.) about the program and their children by engaging in meaningful relationships with families;

- ✓ involve local community partners (i.e. emergency service providers, and locally accessible/public services) with our program and promote/contribute to community events, by establishing connections with community partners and children, families and staff by being involved and encouraging participation;
- ✓ support staff, families and others who interact with the children at the child care premises in relation to continuous professional learning, knowledge of “How Does Learning Happen?” principles and guidelines and Centre policies and procedures, by having the supervisor trained and made available; and
- ✓ document and review the impact of the strategies set out above by implementing a variety of methods of open communication and professional documentation available for children, families and staff.

The children in the program are encouraged to initiate their own activities as dictated by their personal needs and pace. During these self-chosen activities, children draw ideas from their own interests and imaginations. The children have the opportunity to improve their problem-solving skills, as well as gain a sense of self-responsibility as a result of having a wide variety of choice in their activities. Throughout this process, their self-confidence will increase and flourish. In addition, our Early Childhood Educators are trained and will follow “How Does Learning Happen?” guidelines and principles when facilitating and expanding upon the individual child’s interests. By providing open-ended materials, activities, and creating an environment that is appropriate for the child’s developmental needs. These dimensions of the learning environment ensure the growth of each child through belonging, well-being, engagement and expression.

In the spirit of co-operation on which the Centre is based, families and teachers work together as responsible role models reflecting warmth, consideration, and respectfulness. The community between home and child care helps to ensure an atmosphere of acceptance and care. Working together, we can create an environment in which the children not only learn, but also develop a love of learning. It is our aim to provide an atmosphere in which children feel free, safe and comfortable to follow their urges to explore, discover, learn and thrive.

At Shoberry’s, we encourage the children to learn to be responsible for their own behaviour. When appropriate, we expect them to solve their own problems, with the assurance that there is an adult present for support if it is needed. There is immediate adult intervention if destructive behaviour is exhibited by any child against self, another child or equipment.

We practice positive child guidance strategies. We believe, however, that it is impossible to create a warm and secure atmosphere if the environment is punitive. We place the emphasis on understanding the individual child and the reasons for the inappropriate behaviour. It is therefore our responsibility to locate the source of that inappropriate behaviour, understand it, and help to change it.

The most effective means of producing more appropriate behaviour is through modeling, explanations, redirection, and presenting alternatives. Our focus is to bring the children to a level at which they understand their own individual needs and are able to express emotions and direct themselves appropriately. Shoberry’s Daycare Centre provides an anti-bias approach in program development that promotes equal respect and acceptance for all. Differences are

GOOD; they exist and can be enriching. As children are exposed to diversity in all programming areas it teaches the acceptance of these differences. As a result, children grow to be more tolerant. Our staff is trained to work closely with families to provide cultural consistency in harmony with the home. This promotes an atmosphere that encourages openness to the perspectives of others.

Shoberry's 2 Daycare Centre program is open to all children. We will continue to train and support all staff consulting the expertise from outside agencies such as Early Intervention Services, York Hills, and Mackenzie Health to provide programs based on the needs of the child and the family. It is our intention to work closely with families to provide support based on a family's unique needs and expectations. We are willing to make changes to the program and/or space to accommodate the physical needs of a child with special needs.

It is the policy of Shoberry's to use behaviour management techniques that ensure the developmental growth and safety of all children. The aim of behaviour management is used to contribute to the mental, physical and emotional well-being of the child. A developmental program of good quality that meets the needs of each child should by and large eliminate unwelcome behaviour.

Truth and Reconciliation Land Acknowledgement

Shoberry's 2 Daycare Centre recognizes and acknowledges that we are on land used and occupied by the First Peoples of the William Treaties First Nations and other Indigenous peoples and on behalf of the owner/director and employees of this facility, we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend. One with which we strive to build a cooperative and respectful relationship. On September 30 annually, Shoberry's 2 Daycare Centre will support and encourage the wearing of orange shirts to acknowledge The National Day for Truth and Reconciliation.

We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are water protectors and environmental stewards of these lands and we join them in these responsibilities.

Revised May 15, 2023

SHOBERRY'S 2 DAYCARE CENTRE DOES NOT ALLOW:

- (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

These practices are never permitted in a child care Centre. Failure to comply with any of the above is cause for dismissal of an employee as per the Contravention for Policies and Procedures.

Revised January 2, 2022

HOURS OF OPERATION AND RATE SHEET

Canada Wide Early Learning Child Care Funding in

Shoberry's Daycare Centre has enrolled in the Canada Wide Early Learning Child Care (CWELCC) system between the province of Ontario and the government of Canada. This is a five-year plan with a goal of reducing fees to an average of \$10 a day by 2026. We are committed to providing child care services that meet the needs of your family, participating in the CWELCC system will aid us in continuing to provide high quality child care that is accessible, affordable, inclusive and sustainable.

Shoberry's Daycare Centre is open from 6:00 A.M. until 5:30 P.M. Monday to Friday.

Please contact the centre for current rates.

Fees are paid bi-weekly two weeks in advance. The acceptable methods of payment are Visa, Mastercard and electronic mail transfers

Revised May 2023

OVER TIME FEES:

Parents will be charged \$1.00/minute overtime fee for after 5:30pm. If the parent has not contacted the Centre by 5:15, an Emergency Contact will be notified to pick up the child. (Overtime policy and fees will apply)

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Shoberry's Daycare Center will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - o greets the parent/guardian and child.
 - o asks the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Child Care Agreement, Pick Up List or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing through the Seesaw App
 - o document the change in pick-up procedure in the daily written record.
 - o signs the child in on the classroom attendance recording the time

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g. Messaged through Seesaw, left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - o informs the Supervisor, or designate and they must commence contacting the child's parent/guardian no later than 9:05am. Staff shall send a message in Seesaw, waiting only until 9:15am before commencing calling parents, staff must make contact with an adult to confirm absence.

Should the staff not be able to reach any of the above to confirm the child's absence from care the Supervisor or designate will contact the Police.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), ask the parent/guardian/authorized individual for photo

identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. Confirm with another staff member.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up [The staff will notify the Supervisor or designate by 5:20pm and advise that the child is still in care and has not been picked up. Then the staff shall proceed with contacting parent/guardian by telephone. The staff will then communicate contact with the parent to the Supervisor. The Supervisor/designate will then return to the center and wait with the staff until the child has been picked up if it will be after closing time.
2. Where the staff is unable to reach the parent/guardian, staff must contact the Emergency Contact. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
3. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall communicate with the Supervisor/designate.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parents/guardians
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the Supervisor/designate.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:45pm, the Supervisor/designate staff shall proceed with contacting the local Children's Aid Society (CAS) 905-895-2318. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Revised December 2023

Absent Days

Please notify the Centre by 9am if your child will not be attending. Please note that absences or vacation are not deducted from your biweekly rate; the biweekly rate remains the same.

Statutory holidays: Shoberry's Daycare Centre will be closed for all Statutory and Civic holidays. If a holiday falls on a weekend an alternate day will be chosen. Shoberry's Daycare Centre will be closed for the week between Christmas and New Years Day (From December 25th to January 1st).

Revised January 2, 2022

ADMISSION AND DISCHARGE POLICY

Shoberry's Daycare Centre recommends a visit to familiarize you and your child with the surroundings, answer questions, and complete admission forms prior to enrollment. Shoberry's Daycare Centre requires that the first two weeks of fees be paid upon completion of admission form to secure the space and start date. These fees are non-refundable in the event that the family chooses to not enroll their child.

Written notice of permanent withdrawal must be given two weeks in advance. If notice is not received, full program fees will be charged. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on a waiting list.

Shoberry's Daycare Centre reserves the right to terminate care at their discretion if in their opinion the child jeopardizes the safety or rights of others or who appears to have rejected the reasonable expectations of the daycare.

Shoberry's Daycare Centre may terminate services if policies are not followed or fees are not paid.

Illness Policy

The staff at Shoberry's 2 Daycare strive to provide the best possible care for your child. The following policy relates to procedures that will be followed in regards to ill children so that all families have a written guideline to follow. This policy has been implemented to ensure the health and safety of all children.

The Child Care Early Years Act states that prior to admission, each child must be immunized as recommended by our local medical officer of Health. Shoberry's Daycare requires a copy of your child's immunization records unless the child is attending a Kindergarten or School Age program as proof of immunizations would have already been given to the school board. This does not apply where a parent of the child objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience or a legally qualified medical practitioner gives medical reasons to the licensee as to why the child should not be immunized.

Effective August 29, 2016, parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. Licensees must retain these forms in children's records and have these forms available for review by ministry staff at all times. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized).

Medical exemptions forms must be completed by a doctor or nurse practitioner.

Links to ministry approved forms for religious/conscience objection or medical exemption can be found below:

- [Statement of Conscience or Religious Belief](#)
- [Statement of Medical Exemption](#)

Written objections to immunization obtained by the licensee prior to August 29, 2016 will be considered compliant; however, a new objection/exemption form must be completed on a form approved by the Minister and notarized before September 1, 2017 for the licensee to maintain compliance.

For any children enrolled on or after August 29, 2016, objections or medical exemptions must be documented using the standardized ministry forms.

If there are any exemption/objection documents that should have been in place prior to August 29, 2016 and are missing, they are to be replaced using the new, standardized ministry approved forms.

Illness

Illness/colds/viruses are a typical and normal part of childhood. We understand that this can be a frustrating and worrying time and try to work closely with our families to ensure everyone's safety within the centre. Please refer to <https://www.ontario.ca/self-assessment/> to complete a self-assessment if you are unsure if your child should attend care.

Temperature

With a fever of 101 degrees Fahrenheit / 38.3 degrees Celsius the child will be sent home and asked to not return until 24 until fever free and fever reducing medication free. If a child is running a temperature below 101 / 38.3, the child may still be sent home at the discretion of the RECE and/or Supervisor. If the child is exhibiting the following symptoms but not limited to: fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, and a general feeling of being unwell, the parents will be notified to pick up immediately.

Diarrhea and Vomiting

Diarrhea can be defined as an increase in frequency of stools compared to normal with increased stool water and/or decreased form that is not contained by the diaper or toilet use. Diarrhea due to illness is highly contagious. If your child has diarrhea, please keep him/her at home. If your child has 2 or more diarrhea episodes while at daycare you will be called to make arrangements to come and get him/her immediately. Your child cannot return to daycare until they are without diarrhea for 48 hours.

If your child vomits **one** or more times while at daycare you will be notified to make arrangements to pick him/her up. Please keep your child at home until 48 hours after the vomiting has stopped.

Coughs and Colds

Colds are a very common occurrence in young children. There are however some symptoms that warrant keeping a child home. These include but are not limited to: bad cold with a hacking or

persistent cough, green or yellow nasal drainage, a productive cough with green or yellow phlegm being coughed up. These symptoms may be present with or without a fever. If your child has just a cold please let their teacher know- this is to ensure that we can offer extra fluids and be more vigilant with proper hand washing. Please do not expect us to keep a child with a cold indoors. If your child cannot participate in the regular daily routine then he/she is probably too sick to be in daycare. A reminder that fresh air with proper attire is always healthy.

Rash

A rash may be a sign of illness such as chicken pox or measles etc. In Infants an external rash may be a sign that something is going on internally. Please do not send your child to the Centre with a rash until the family doctor says it is okay to do so. If a child develops a rash while at daycare you will be called to pick him/her up and will not be allowed to return until written notification from your doctor stating that your child can return to daycare and that the rash is not contagious.

Pink Eye

White or yellow discharge often with matted eyelids after sleeping, including a child with eye pain or redness of the eyelids or skin surrounding the eye. This can be Viral Conjunctivitis or Bacterial Conjunctivitis (pink eye). The child must remain at home for 24 hours after prescribed treatment has begun or eyes no longer have discharge or 48 with over-the-counter treatment and eyes no longer have discharge.

Doctor's Note

In some instances, you will be asked to keep your child home until a doctor's note is provided stating that your child is well enough to return to daycare. Please understand that this is for your child's well-being along with the well-being of the healthy children at the daycare and their families.

Enteric Outbreak

An enteric outbreak may be occurring when there are two or more related (e.g. same room, age grouping) of children/staff with similar signs and symptoms of an ear infection or illness, or two or more laboratory-confirmed cases, or when the number of ill staff/children exceeds what is normal in the day nursery within a short period of time. Staff will observe children daily for signs of illness upon arrival at the Centre. This will help provide a clearer picture of the baseline rates of illness in the Centre. The Centre will notify York Region Public Health if an outbreak is suspected.

Revised May 13, 2024

Anaphylactic Policy & Procedure

Avoidance Strategies

Shoberry's Daycare will implement strategies that reduce the risk of exposure to anaphylactic agents in the rooms and common areas where a child is attending.

Food Avoidance Guidelines for Children should include:

- All food allergens, children should only eat lunches and snacks that have been prepared for them at the Centre or provided by the parent as a substitute for foods on the menu.
- There should be no sharing of food, food containers and utensils.
- The use of food in sensory activities, crafts and cooking in programming needs to be restricted depending on the allergies of the child.
- The content of foods needs to be clearly identified.

Insect Avoidance

- Removal of insect nests on or near school property
- Proper storage of garbage in well covered containers
- Eating areas should be restricted to inside the building

Treatment Strategies

- Staff are to follow the individual's EMERGENCY HEALTH CARE PLAN

Communication Plan

- All staff, students and volunteers within the Centre will be made aware of a child's information on life-threatening allergies and the foods and causative agents that are to be avoided; this will be done through written communication, verbal one-on-one communication or a staff meeting.
- Information to parents regarding life-threatening allergies including anaphylactic allergies. Shoberry's Daycare Policy regarding anaphylaxis will be included in our Parent Policies and Procedures Handbook
- An allergy chart listing all known allergies of enrolled children will be posted in food preparation areas, eating areas, and activity rooms.

Individual Emergency Health Care Plan

The Plan will give information on a child's life-threatening allergies including anaphylactic allergies as found on the Emergency Health Care Plan for Anaphylactic Reactions.

- This Emergency Health Care Plan is to be posted in the child's classroom with the EpiPen, with copies in the attendance binder and in the child's file. The Plan gives details informing all staff, students and volunteers, who are in direct contact with the child on a regular basis, of the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- Staff is pre-authorized to administer medication in response to an anaphylactic reaction as directed on the Emergency Health Care Plan
- It is the obligation of the child's parent/guardian to ensure that the information provided for the child's file (Emergency Health Care Plan for Anaphylactic Reactions) is kept up-to-date with the medication that the child is taking.

Training

All individuals entrusted with the care of the child need to have training on how to use an epinephrine auto-injector device (EpiPen). This training will be given to the administration, by the parent, on the procedures to follow if a child has an anaphylactic reaction.

Action

1. As in the case of any potential crisis, advance planning will be helpful in successfully managing the event. All staff trained in First Aid and CPR.

Once the crisis has been dealt with, a Serious Occurrence must be filled out in accordance with the policy as outlined by the Ministry of Education.

Revised March 21, 2017

LICE POLICY

When a child is found to have head lice the Supervisor or Assistant Supervisor needs to be informed immediately. The next step is to contact the child's parent(s) and inform them that their child has head lice and needs to be picked up as soon as possible.

Once the child returns to the Centre the child's head needs to be inspected for any evidence of lice and/or nits prior to the parent leaving to ensure that the treatment has worked. If lice and/or nits are found on the return of the child, the child will need to leave immediately to have the lice and/or nits removed.

Upon discovering the lice and/or nits all upholstered surfaces (couches, carpets...) are to be treated with insecticide (as per bottle instructions while children are not in the room). All cloth, fabric and washable toys and blankets need to be laundered immediately and any large items that do not fit in the washing machine need to be sealed in garbage bags and stored unused for a minimum of two weeks. Head checks need to be performed on all children for a minimum of two weeks to ensure that the outbreak is under control.

We need to ensure that we continuously observe the children for any sign of lice. I.e. scratching and performing monthly head checks to prevent outbreaks.

CLOTHING AND POSSESSIONS

Your child should be dressed in weather appropriate clothing, as well as clothing that is appropriate for physical activity. A second set of clothing should be kept in your child's cubby in case of accidents. Also, all clothing should be labelled with your child's name.

NUTRITION

A nutritious breakfast, mid-day meal and afternoon snack will be provided. Menus are based upon the Canada Food Guide. Children with special dietary needs and allergies will be posted in the cooking and lunch areas. Weekly menu plans will be posted for the current and following 6

weeks to assist with further menu planning at home. We do not permit store bought birthday cakes at the centre. Please remember that we are a **NUT** free facility. This includes food items from Tim Horton's. Only children in the school age program are permitted to bring in outside foods.

SLEEP POLICY

Sleep time practices are put into place by the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing. Children are required to rest for a time period of no longer than two hours. Infants, toddler and preschoolers all come with their individual sleeping patterns. We will try to meet the patterns while getting them into the routine of the daycare. Parents will be consulted respecting a child's sleeping arrangement at the time the child is enrolled and any other appropriate time (e.g., transitions between programs or rooms or upon a parent's request). Any significant changes in a child's sleeping patterns or behaviours during sleep will be documented and communicated to parents immediately at the end of day and will result in adjustments to the manner in which the child is supervised during sleep. Awake children must not be kept on cots for periods longer than 30 minutes.

Revised August 16, 2017

BAGGED LUNCH POLICY

(For School Age Children)

Please be advised that it is the policy of Shoberry's 2 Daycare Centre that all bagged lunches provided by the parent for the children are required to include an ice pack and be clearly labeled with the child's name. It is also the policy of Shoberry's Daycare Centre that any parent neglecting to send a lunch with their child will be charged an additional fee of \$5.00 per lunch. We are **NUT** and litter free. If your child is sent to daycare with any items containing nut or nut products these will be confiscated and disposed of off the premises. We will provide your child with an alternative and you will be charged accordingly.

FIELD TRIPS

Throughout the year field trips are planned to special places of interest. A notice will be sent home in advance of the excursion informing you of the destination, time, date, and any materials that are required. It will also include a permission slip to be signed and returned. You are always welcome to accompany us.

BABYSITTING POLICY

Shoberry's 2 Daycare recognizes that on some occasions, parents have hired staff after hours to do babysitting in their homes or in the homes of staff. The agency is concerned with the potential liability of this arrangement. As a result, parents must acknowledge that any

arrangement made with a staff member outside of work hours is made independently of this agency. We accept no responsibility for any activities of our staff outside of work hours and make no comment as to the quality of care that is received during these arrangements. Staff may not sign children out of the Centre or transport children to or from the Centre for the protection of the agency.

ZERO TOLERANCE POLICY

Shoberry's 2 Daycare Centre has a zero tolerance to the presence of alcohol/drugs when picking up a child. Any adult deemed to be under the influence of alcohol/drugs when picking up a child from Shoberry's 2 Daycare Centre will upon arrival, be refused the right to take the child. It is the policy of this Centre that an alternate contact be called or if necessary, the police will be called. If this notice offends any adult associated with this Centre, we would normally apologize, however our first priority is to the children entrusted into our care.

SERIOUS OCCURRENCE POLICY

The following steps must be followed by the Supervisor when reporting a serious Occurrence.

Within 24 hours:

Inform the Ministry of Education Via CCLS

Post a report of the occurrence for our parents' information.

Within 7 business days:

Serious Occurrence Inquiry updates Report must be submitted through CCLS

Following submission of the Inquiry Report, they may request further information.

WAIT LIST POLICY

Shoberry's 2 Daycare Centre is aware of the shortage of licensed child care spaces in the community it serves and of the frequent long wait periods to gain access to service. A waitlist will be formed when the centre reaches full capacity of enrolment.

Children will be accepted into the program on a first come first served basis when spots become available in the required age group. Priority is established by the date of the tour/application, however siblings of children currently enrolled in our program will be given priority status.

In order to have your child added to our waiting list, parents/guardians will first have a tour of the centre to ensure the centre is a 'good fit' for the family. There is no fee to have your child placed on our waiting list.

When a space becomes available, the family at the top of the waitlist, with a child of the required age, will be contacted and invited to accept a child care spot. If the family accepts the offer we move to the next step. If the family, for any reason, declines the spot then we will offer the spot to the next family on the list. Any family that declines a spot will remain on the list in the same sequence unless they request to be removed from the waiting list. At times, we may call a number of families in one day to offer one spot. In this case, the spot will go to whoever accepts

the offer first. If the family accepts the offer, the first two weeks of fees will be collected at that time.

Parents are welcome to call the office for an update of their child's status on the waiting list at any time.

Revised May 25, 2023

PLACEMENT/CO-OP/VOLUNTEER POLICY

Direct unsupervised access (e.g. when the adult is alone with a child is **not** permitted who are not employees of the Centre). Placement/Co-Op/Volunteer will not be counted in child to staff ratios. Each Placement/Co-Op/Volunteer will be supervised /mentored by the lead RECE in the group they are placed with.

Revised August 16, 2017

COMPLAINT RESOLUTION POLICY AND PROCEDURES

Shoberry's Daycares works closely together with families and educators as models reflecting warmth, consideration and respectfulness. It is our aim to provide an atmosphere in which children and families feel comfortable and are engaged in ongoing communication about the program and their child(ren). Shoberry's values differences in beliefs and opinions. Despite our best efforts, parent issues and concerns may arise and any issues or concerns brought forward are taken seriously. If families have any issues or concerns, they may address them with a staff member or a site supervisor, verbally or in writing. Shoberry's will attend to the issue or concern within a 24-hour period or at the time it is raised. We will work together to address the issue and concern to come to a resolution.

All issues and concerns will be dealt with in a confidential manner 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). Harassment and discrimination will not be tolerated from any party. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse and neglect to the appropriate authorities. Refer to child abuse policy and procedures. Issues/concerns may also be reported to other relevant regulatory bodies, where applicable. Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may raise the issue or concern verbally or in writing to the Licensee/Owner.

Nature of Issue of Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in Responding to issue/concern
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Program Room – Related Eg: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, etc.

General, Centre- or Operations – Related
Eg: child care fees, hours of operations, staffing, menus, etc.
Staff-, Supervisor and/ or Licensee- Related

Student- / Volunteer- Related

Raise the issue or concern to - the classroom staff directly and/or - the supervisor or licensee

Raise the issue or concern to - the supervisor or licensee

Raise the issue or concern to - the individual directly and/or - the supervisor or licensee All issues or concerns about the conduct of staff etc. that puts a child’s health, safety, and wellbeing at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.

Raise the issue or concern to - Staff responsible for supervising the volunteer/student and/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.

- address the issue/concern at the time it is raised Or
- Arrange for a meeting with the parents/guardian within 24 hours.

Document the issue/ concerns in detail. Documentation should include:
- the date and times 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; and
-any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writings.

Provide a resolution or outcome to the parent(s)/ guardian(s) who raised the issue/concern.

EMERGENCY EVACUATION PROCEDURE

Shoberry's Daycare Centre has implemented Emergency Management Policy and Procedures. In the event of an emergency, the supervisor and staff will follow the correct procedures as stated in the policy. Supervisor and staff will review the Emergency Policies and Procedures annually or in the event of any revisions. Staff will ensure that children are kept safe and accounted for and are supervised at all times during an emergency situation. The supervisor will send out an initial emergency email and then begin the process of contacting families via phone to debrief and make arrangements to have someone pick up their child as soon as possible from the emergency evacuation location situated at: **26943 Highway #48, Sutton West ON, L0E 1R0**

Revised September 1, 2020