



# Shoberry's DAYCARE

*Where learning and play go hand in hand.*

## **PARENT HANDBOOK**

Shoberry's Daycare Centre  
14 High Street, P.O. Box 766  
Sutton West, ON L0E 1R0  
Telephone: 905-722-5693  
Email: [shoberry1@rogers.com](mailto:shoberry1@rogers.com)

Shoberry's 2 Daycare Centre  
26995 Highway #48  
Sutton West, ON L0E 1R0  
Telephone: 905-722-7715  
Email: [shoberry2@rogers.com](mailto:shoberry2@rogers.com)

Website: [www.shoberrys.com](http://www.shoberrys.com)

## **PROGRAM STATEMENT**

Shoberry's Daycare Centre was founded in 1998; Shoberry's 2 Daycare Centre opened its doors in 2006. Currently both facilities provide care for infants, toddlers, preschoolers, kindergartens, and school age to the age of 12.

At Shoberry's Daycare Centres, 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 Daycare Centres strive 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 centres 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 centres are 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 Daycare Centres 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 Centres provide 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 Daycare Centres program are open to all children. We will continue to train and support all staff consulting the expertise from outside agencies such as Early Intervention Services, Blue 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 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.

*Revised March 21, 2017*

#### **SHOBERRY'S DAYCARE CENTRES DO NOT:**

- (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 August 16, 2017

**HOURS OF OPERATION AND RATE SHEET**

Shoberry's Day Centres are open from 5:30 A.M. until 6:30 P.M. Monday to Friday. Children will be accepted from 5:30 A.M. and depart no later than 6:30 P.M.

The following rates are applicable to all families (April 2018)

<b>RATE SHEET</b>	<b>DAILY RATE</b>
*****	
Infant 0 to 18 months	\$63.00*
Toddlers 18-30 Months	\$53.00*
Diapered Preschool	\$50.00*
Preschool	\$50.00*
Kindergarten Before & After	\$40.00*
Kindergarten Before	\$21.00*
Kindergarten After	\$27.00*
S/A Before & After School	\$33.00*
S/A Before School Only	\$22.00*
S/A After School Only	\$24.00*
School Age Full Day	\$48.00*
*****	

\*Part time care is offered only in the event that there is available space. The program requires a minimum of 2 weeks written notice of part time dates.

We ask that fees are paid bi-weekly two weeks in advance. The acceptable methods of payment are cheque, debit, visa, mastercard. We also offer automatic credit card withdrawal. Simply ask the supervisor for a Credit Card on File Authorization Form to be completed. Credit cards are charged on the Friday of fee week.

**OVER TIME FEES:**

Parents will be charged \$1.00/minute overtime fee for after 6:30pm. If the parent has not contacted the centre by 6:15, an Emergency Contact will be notified to pick up the child. (Overtime policy and fees will apply)

**Arrival and Pick up:**

Children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. Shoberry's requests that Children be in the Day Care no later than 9:00 a.m., unless prearranged. The children who are late miss the benefits of the learning circle as well as the other learning experiences in the program. Late comers can be disrupting to the program already in progress. When picking up your child, enter the building and make sure that the staff know you are leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the admission form.

If you should find that you have to be late please call so we know your child is coming to Day Care.

\*\*\* If you are picking your child up at school or your child is not coming to Day Care **please call us.** If your child does not get off the school bus a staff member has to call around to find him/her.\*\*\*\*

### **Absent Days**

Below is a schedule of the unpaid days that you are entitled to depending on what month you start with us. Beginning in January of each year all full time, full fee families are entitled to 15 un-paid days no matter what month you started with us the previous year. Any planned vacation time requires 2 weeks notice to the centre.

**January-March-** 15 unpaid days

**April - June -** 12 unpaid days

**July-September-** 8 unpaid days

**October- December-** 4 days

These unpaid days **do not apply** to part-time care. Parents of children enrolled part time must pay the scheduled bi-weekly rate. If your child is absent on their scheduled day, an alternate day of care will be offered where available. This does not include **STATUTORY HOLIDAYS.**

**Statutory holidays:** Shoberry's Daycare Centres will close for all Statutory and Civic holidays. If a holiday falls on a weekend an alternate day will be chosen. Shoberry's Daycare Centres will be closed for the week between Christmas and New Years Day (From December 25<sup>th</sup> to January 1<sup>st</sup>). Part time Customers who are scheduled for care on any **Statutory Holiday** will be charged their standard rate.

### **ADMISSION AND DISCHARGE POLICY**

Shoberry's Daycare Centres recommend a visit to familiarize you and your child with the surroundings, answer questions, and complete admission forms prior to enrollment. Shoberry's Daycare Centres require fees to be paid for your child(ren) two weeks in advance prior to their start date.

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 Centres reserve 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 Centres may terminate services if policies are not followed or fees not paid.

### **Illness Policy**

The staff at Shoberry's Daycare strives 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.

### **Temperature**

A fever of 101 degrees Fahrenheit the child will be sent home.

If a child is running a low-grade fever of 100 degrees Fahrenheit or lower (taken by the ear) the child may be sent home at the discretion of the R.E.C.E and/or Supervisor if the child is exhibiting other symptoms such as unusual lethargy, irritability, persistent crying, difficulty breathing or uncontrolled coughing.

To attempt to lower a child's temperature naturally remove outer layer of clothing i.e. sweaters, socks. Give cool sips of water keeping child calm and monitor temperature each half hour.

Never put cool cloth on a child's skin as it could place them into shock.

In either of the above situations the child will not be able to return to daycare until fever free (without medication) for 24 hours.

### **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 24 hours.

If your child vomits **two** 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 24 hours after the vomiting has stopped.

### **Coughs and Colds**

Colds are a very common occurrence in young children. There is 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 eye lids after sleeping, including a child with eye pain or redness of the eyelids or skin surrounding the eye. The child must remain at home for 24 hours after treatment has begun or 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 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 get in contact with 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 they 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 not in 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 tied up in garbage bags and stored unused for 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 perform 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 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 Daycare Centres 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 Centres 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 requires. It will also include a permission slip to be signed and returned. You are always welcome to accompany us.

### **BABYSITTING POLICY**

Shoberry's 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 Daycare Centres have a zero tolerance to the presence of alcohol when picking up a child. Any adult deemed to be under the influence of alcohol when picking up a child from Shoberry's Daycare Centres will upon arrival, be refused the right to take the child. It is the policy of these centres that an alternate contact be called or if necessary the police will be called.

If this notice offends any adult associated with these centres, 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 Inquiry Report, they may request further information.

### **WAIT LIST POLICY**

Shoberry's Daycare Centres are 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. Shoberry's aims to develop a waitlist policy and practices that are transparent, fair and consistent.

Each site develops and maintains a waitlist for the individual site. To gain access to the waitlist, families must complete a registration form available on Shoberry's Daycare Web site at [www.shoberrys.com](http://www.shoberrys.com), or call the Supervisor at the preferred site to provide required information.

*Revised August 16, 2017*

### **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.

<b>Nature of Issue of Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern</b>	<b>Steps for Staff and/or Licensee in Responding to issue/concern</b>
<b>Program Room – Related</b> Eg: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, etc.	Raise the issue or concern to - the classroom staff directly and/or - the supervisor or licensee	- address the issue/concern at the time it is raised Or - Arrange for a meeting with the parents/guardian within 24 hours.
<b>General, Centre- or Operations – Related</b> Eg: child care fees, hours of operations, staffing, menus, etc.	Raise the issue or concern to - the supervisor or licensee	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.
<b>Staff-, Supervisor and/ or Licensee- Related</b>	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.	-any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<b>Student- / Volunteer- Related</b>	Raise the issue or concern to - Staff responsible for supervising the volunteer/student and/or - The supervisor and/ or licensee. All issue or concerns about the conduct of	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of

	<p>students and/or volunteers that puts a child's health, safety, and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>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.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
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**EMERGENCY EVACUATION PROCEDURE**

Shoberry's Daycare Centres 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:

**Shoberry's Daycare Centre  
Sutton Fire Hall  
37 Snooks Road  
ON, L0E 1R0  
905-722-8252**

**Shoberry's 2 Daycare Centre  
Community Living Georgina  
26943 Highway #48, Sutton West  
ON, L0E 1R0  
905-722-8947**

*Revised December 7, 2017*