Parent Handbook



new heights
COMMUNITY CHILD CARE

Our Philosophy

New Heights Community Child Care (NHC) is a centre firmly rooted in Christian values. We marvel in the curiosity of children and their ability to love freely and find joy in each new day. It was Jesus who said, “Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these.” By celebrating the curious mind of a child and exploring with them as they see the world in wondrous new ways we are able to support learning in a more engaging way. We truly believe that we are stronger educators when we learn along side the children, making an effort to understand their perspectives and delving in to inquiries where the children lead the investigation. We hope to support them each day by creating a space that fosters a strong sense of belonging and well-being with the freedom to express themselves and be engaged in their environment and relationships.

new heights
COMMUNITY CHILD CARE

Program Statement

At New Heights Community Child Care we place community and care at the core of our values. We believe that by developing an environment that respects and invests in all its members we can grow stronger each day. We approach learning with curiosity and collaboration as our focus. We believe the entire care community benefits by looking at each interaction as an opportunity to learn from each other and better develop an engaging environment. Our program is developed around child initiated and adult supported experiences where regular observations and thoughtful reflection guides the program and respects the child's natural curiosity, competency, and capabilities. By placing community at the heart of our practice, we foster a deep sense of belonging for families, children, educators, and other team members that make our program possible. Our environment supports the well being of the children with thoughtfully designed spaces, healthy and well balanced nutrition and systems in place to ensure it is safe and clean for all. We work along side families and community partners to provide the best quality care that is supportive of individual needs for learning and development. We always seek the insight of our care community because we believe it is through staying informed, sharing knowledge, reflecting on experience, and questioning what is the next right step that we can continue to improve and grow together.

Review Of The Program Statement

We work to scaffold our learning and development to better ourselves and our facility. We currently are using the "How Does Learning Happen?" document as our framework to guide our program and pedagogy. In order to ensure we are maintaining our standards and continuing to grow we make use of a variety of reflective practices and assessment tools. We gain insight on how to change and

adapt based on input from staff, families, administration, and regulations set out by the Board of Education. In response to these constant influences we believe it is important to annually assess the relevance of our Program Statement and ensure it still aligns with the Board of Education's policies and our centre's values and practices. To ensure awareness of our program statement, we have made it part of the Policy and Procedures Manual as well as our Parent Handbook. We ensure that all staff, students, and volunteers read the manual prior to working in the centre and that it is re-read on an annual basis and signed off on confirming an understanding of the contents. We also provide all families with a Parent Handbook prior to beginning at our centre. All staff, students, volunteers and families will be notified of any revisions made to the Program Statement and informed of the availability of the new document.

Waitlist Policy

At NHC we have developed a waiting list that includes both subsidized and fee paying families. All families who wish to go on the waitlist must register on the online centralized waitlist that has been developed by the City of Peterborough.

You will need to provide the following information:

- Parent/Guardian's name
- Contact information
- Child's name
- Child's Date Of Birth
- Any additional relevant information
    - Allergies
    - Exceptionalities
    - Connections with various services (Five Counties, CAS, etc.)

There is no charge in order to be added to the waitlist and we also do not provide likely timelines in which you will be contacted. Parents/guardians are welcome to

contact us directly to confirm their name is visible on our list. Families are also welcome to contact the office to receive updates on their child's current status on the waitlist. We move through the waitlist in an unbiased fashion and always select the next family on the list that has a child whose age matches the space available. It is important to note that NHC does reserve the right to choose who will be selected for a space in the centre.

For instance, priority is given on our waitlist when a family that already has children in our centre requires a space for a child that has not yet attended NHC. If a family declines a space that is offered to them around the date they required, but they wish to remain on the waitlist for a later date, the family's position on the waitlist will shift back to the bottom of the waitlist. This rule will not apply to families who are expecting a new child and they have not yet completed their parental leave.

Our procedure for offering a space at the centre is to email and call the parent/guardian. The following day if there has been no response, we will contact by phone again. We will hold the space for 48 hours. If we have not heard back by phone or email in that time the family will be removed from the waitlist. Families will also be removed from the waitlist if the number provided to the centre is out of service or no longer correct. If you are removed from the waitlist due to no communication but still wish to be on the waitlist you will need to re-register.

Please note that we do our best to accommodate siblings as much as possible. If there is no available space when requested, siblings will receive priority when space opens up. All children must be registered through OneHSN to be considered for a spot.

new heights
COMMUNITY CHILD CARE

Admission And Discharge Policy

An application package will be given to those interested and it must be completed and returned before any child will be accepted and enrolled. Parents are encouraged to call the Centre any time to see how their child is adjusting to new surroundings.

Notice of withdrawal in writing must be given **2 weeks** in advance. If notice is not received, full program fees will be charged. Any prepaid funds beyond the two weeks required will be refunded to the parent(s)/guardian(s). For those temporarily withdrawing for any reason it is important to know a permanent space cannot be guaranteed, and you will be required to add your child's name to the waitlist again.***Please Note:** Children are accepted into the program under the condition that, should the child not benefit from the program, NHC has the right to terminate its services to you. If you as a parent/guardian do not comply with all or any of the policies we have laid out, or fees are not paid, NHC has the right to terminate its services to your child.

Ages Of Children

NHC has facilities to accommodate the following ages of children:

Full Days: 6 weeks of age through 5 years of age.

Days And Hours Of Operation

NHC : Is open five days a week (Monday through Friday).

The hours are 7:00 a.m. to 6:00 p.m.

INFANT PROGRAM: This is open five days a week (Monday through Friday).

The hours are 7:45 to 5:15 p.m.

Holidays And Sick Leave

New Heights Community Child Care observes and closes for all statutory holidays. The following is a list of holidays when the NHC will be closed.

New Years Day	Family Day	Good Friday
Victoria Day	Canada Day	Civic Holiday
Labour Day	Thanksgiving Monday	Christmas Day
Boxing Day		

Parents will be charged for days their child is enrolled whether they are in attendance or not.

Fees

A registration fee is not required to add your name to the Centralized Waitlist. However, once you have accepted a space at NHC, a $50.00 deposit is required. This deposit is required within 48 hours once you have accepted the spot. This deposit will be deducted from your first invoice once your child has started at the centre. Cost of care for children ages 0-5 will not exceed $22.00 per day, in accordance with the CWELCC program.

Daycare fees are due on the 1st and 15th of each month (**in advance**).

You are able to pay your daycare fees with cash, cheque, or as an e-transfer. All payments made by e-transfer can be sent to the email address listed below
~nhcfees@gmail.com~

Late fees will apply according to the day they are received.

There will be a LATE PAYMENT charge of $5.00 for any fees that are not paid by the

first day of the pay period and each day after you will be charged $2.00.

NHC reserves the right to **terminate** child care services if your account is overdue.

Rates

We are pleased to share that New Heights Community Child Care has opted in to the Canada Wide Early Learning and Child Care System between the Province of Ontario and the Government of Canada and are receiving CWELCC funding. Cost of care for children ages 0-5 will not exceed $22.00 per day, in accordance with the CWELCC program.

Infant Room

For ages 6 weeks to 18 months $22.00 per day

5 days per week

Hours are from 7:45 a.m. to 5:15 p.m.

Toddlers

For ages 18 months to 2 ½ years $20.32 per day

Hours are from 7:00 a.m. to 6:00 p.m.

(Maximum of 9 hours/day)

Pre School

For ages 2 ½ years to 5 1/2 years $18.43 per day

5 days per week

Hours are from 7:00 a.m. to 6:00 p.m.

(Maximum of 9 hours/day)

Before And After School (School Age)	**5 Days Per Week** Hours from 7am-9am and 3:30pm - 6pm	**Full Days** P.A Days, March Break, Christmas and Summer Vacation Please note: Our PA day and holiday group will be charged the full day rate as is specified below.)
Juniour and Senior Kindergarten	$12.00/day	$17.01/day
Ages 6 and Up	$24.00/day	$35.00/day

Summary Of Base Fees & Non Base Fees

Age Group (CWELCC)	**Base Fees**
Infants	22.00
Toddlers	20.32
Preschool	18.43
KinderCare (Full Day)	17.01
KinderCare (Before & After)	12.00

new heights
COMMUNITY CHILD CARE

Age Group (Non-CWELCC)	**Base Fees**
School Age (Full Day)	35.00
School Age (Before & After)	24.00

Circumstances For Additional Fees	**Non Base Fees**
Late payment after 1st or 15 of each month	$5.00 added on to base fee $2.00 added each additional day after late fee
Late Pick Up	$5.00 - under 5 minutes late $10.00 – 5 minutes late $15.00 – 10 minutes late $20.00 – 15 minutes late $25.00 - over 15 minutes $50.00 - over 30 minutes late

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COMMUNITY CHILD CARE

Late Charges

A charge will be made if you are late to pick up your child:

6:01-6:04 - $5.00; Five minutes - $10.00; Ten minutes - $15.00; Fifteen minutes - $20.00; Over 15 minutes - $25.00; Over 30 minutes - $50.00.

Fees will be charged through the office and directed to the staff member who was waiting with your child.

Arrival And Pickup

Fees being charged are for a 9 hour day. There will be an additional charge for time exceeding this amount.

Children are signed in and out by the teachers during drop off and pickup. It is very important the parent/guardian ensure the child is with the teacher during drop off and once the child is picked up they must stay with the parent/guardian.

If your child has not arrived by 10:00 a.m. and you have not made prior arrangements, your child may not be permitted into program. Parents are required to call the daycare by 9:00 a.m. if you are not planning on attending.

Safe Arrival And Additional Charges Related To Arrival And Dismissal

Children are signed in and out by the teachers in our daily attendance forms during drop off and pickup. At no time will the centre release anyone without

parent(s)/guardian(s) approval. During drop off it is very important the parent/guardian take child(ren) directly to their class and not allow children to enter the centre without supervision. It is also important once the child is picked up that they stay with the parent/guardian as supervision is no longer being provided by the centre. In order to ensure the child has safely transferred into and out of our care we must always make an effort to greet and engage with the children, as well as discuss events of the day and convey important information that needs to be shared with the parent(s)/guardian(s). For any unfamiliar people (who have received parent approval for child pick up) we will require photo identification to confirm identity.

Parent(s)/Guardian(s) are strongly advised to notify the centre no later than 9:00 am about a late arrival or absence for the day. Attendance will be reviewed at 10:00 am. If your child is going to be absent or arriving later than 10:00 a.m. and you have not made prior arrangements, administration will begin by first sending a text message to the parent(s)/guardian(s) to ask for confirmation if the child(ren) will be in attendance that day. This will be documented in the communication book. After 15 minutes if there is no response we will call the parent(s)/guardian(s) followed by any additional emergency contacts that have been approved by the parent(s)/guardian(s). It is the responsibility of the parent(s)/guardian(s) to update the administration with any changes in contact information. At 10:45am your child will be marked absent and this will be documented in the communication book.

At 6:00pm when the centre is closed the attendance is reviewed. Any child remaining in the centre's care beyond closing will remain in the care of a qualified staff member. First the parent(s)/guardian(s) will be contacted to confirm that someone is on the way. This will be documented in the communication book. If there is no response the next step will be to contact any emergency contacts provided and approved by the parent(s)/guardian(s). This step will also be documented in the communication book. If there is no response from anyone who was contacted the final step is to contact CAS. This step will also be documented in the communication book. The child will be offered a snack at this time and will remain in our care as we receive direction from CAS. We will follow CAS direction to ensure the child is in care and safely released. All steps taken in this process will be documented in the communication book. Children will only be released from the childcare centre to

individuals specified by the parent/guardian of the child and children will not be released from the childcare centre at any time without supervision.

Pedagogical Documentation In The Classroom

At NHC we provide an emergent curriculum. With this the child is at the centre of all planning. Interests for the classroom are developed from observations of the children because we recognize that children thrive and learn best when their interests are captured. This approach to learning requires flexibility and creativity which will allow for more open ended experiences. As learning occurs through play, the teachers will document what they observe and continue to develop the interests that are being explored. Part of our pedagogical documentation is taking photos that capture certain aspects of learning and stating our observations. Most documentation is posted throughout the classroom and shared on StoryPark to make learning visible and to share our daily experiences with families.

Parent Engagement

We recognize the importance of the family in each child's learning and development. By keeping parents informed of daily developments and experiences in the classroom through various mediums we hope to allow for the separation between school and home to be minimized. We work to keep the families informed of current discussions and interests to allow for continued discovery and play at home. We continue to seek insight from families through surveys, regular meetings with our parent board, and daily interactions in order to continuously grow and develop new ideas for engagement.

Photo Sharing Policy

NHC is pleased to offer parents the option of receiving photos and learning stories of their child during the course of their time in their class at NHC through the secure platform, Storypark. This is not a requirement for families but rather a great opportunity to see what their child is enjoying throughout their day.

Supervision Of Staff, Students, And Volunteers

Any potential hires as well as students or volunteers hoping to be involved at the centre are required to go through the interview process at NHC as well as complete the following:

a) Read and sign a pledge of confidentiality.

b) Read the policy and procedures manual.

c) Date and Sign that Policy and Procedures have been read and understood on the provided sign off sheet.

d)Medical Individual Plans are read and reviewed following any changes as well as any necessary training required.

e) Individual Program Plans are read and reviewed following any changes

f) Read and review the Fire Evacuation Plan

g) Provide a current Vulnerable Sector Check conducted by the Police Force. If you are 18 or under you will be required to provide a written statement disclosing if they have any previous findings of guilt under the Youth and Criminal Justice Act. If still working at the centre after turning 19 it will be

required to obtain a VS within one month of your birthday.

h) Provide immunization records. If the staff, student, or volunteer has any objections to immunizations due to religious or medical reasons they must submit one of the following forms, Statement of Medical Exemption For Individual or Statement of Conscience or Religious Belief. .

h) A Standard First Aid and CPR level C course that is provided by the Workplace Safety and Insurance Board is required for:

Every supervisor of a child care centre

Every employee of a child care centre who may be counted for the purposes of meeting the ratios is required

Staff are permitted a three month time period to obtain their certification as long as they work alongside a first aid certified employee. The uncertified staff will not be on their own with the children until they are certified.

i) All staff, students or volunteers who remain at the centre longer than one year will be required to annually renew section A through F of the above list as well as signing a declaration ensuring the continued accuracy of their Vulnerable Sector Check until their five year anniversary where a new check would be required.

No students or volunteers are to ever be alone with the children. Each volunteer or student will be mentored by an RECE within the centre. Placement students/volunteers may not be counted in the staffing ratios. No child is supervised by a person under 18 years of age.

Smoking, Vaping, And Drug Use Policy

At New Heights Community Child Care there is a zero tolerance for any substance use at work, before work, or on the premises. If anyone is found to be under the influence of any drug or experiencing after-effects of harmful impairing substances they will be sent home and disciplinary action will be taken. In addition, we do not permit the use of any harmful substances such as tobacco, vapes, or cannabis in the building or on the property.

Parent Issues And Concerns Policies and Procedures

When parents have an issue they wish to discuss we encourage them to approach their child's teaching team first. If the concern or conflict can not be resolved within the classroom it is taken to the supervisor to determine the best course of action. When there is an issue concerning the health or well being of a child brought forward the information will be shared with those involved. Administration, families, staff, students, and volunteers will work together in order to find a positive resolution as quickly as possible.

If an issue is brought to us that requires further investigation or involvement from an outside resource the issue will be documented and filed as a resolution is found. Although it may take time to reach a resolution, the process will be initiated within twenty-four hours. It is our goal at NHC to respond to situations with the utmost of respect to ensure families feel safe and supported within our facilities.

All issues or concerns will be taken seriously and handled in a respectful manner to ensure all parties are treated fairly and confidentially

Inclusion Policy

At NHC no child is excluded from the program on the basis of religion or ethnic background provided the family of the child accepts the program's policies and procedures.

Children are not excluded on the basis of level or type of disability. Activities and routines are modified and adapted to include all children. Parents of children with disabilities have the same options that other parents have.

Individual Program Plans

All children at NHC participate in the daily program routines, including children with individualized plans. Individual program plans are developed by the supervisor, teachers, and parents. They work together to determine the best strategies to assist each child. Individual program plans can also be developed along with a qualified resource consultant, family physician, and other outside agencies. All parties involved in developing a plan must sign off on it once it is complete. All staff, students, and volunteers within the centre will be made aware of all individualized plans.

Partnership With Five Counties Children's Centre (Quality Inclusion Collaborative)

Our program is a community partner of Five Counties Children's Centre and more specifically the Quality Inclusion Collaborative. The mandate of the Quality Inclusion

Collaborative is to ensure all early learning and childhood settings, and their educators have access to a range of supports, services, and resources as they continue to build inclusion for all children accessing early learning and child care in Peterborough and County.

By signing this Parent Handbook, you are aware of our partnership with the Quality Inclusion Collaborative and understand that the inclusion of all children is a community early learning and child care Quality Standard that our program supports.

Linked below is more information regarding our community's early learning and child care Quality Standards (2024):

https://www.fivecounties.on.ca/wp-content/uploads/2024/04/Quality-Standards_rev-Apr-2024_web.pdf

https://www.fivecounties.on.ca/wp-content/uploads/2021/12/Standards-of-Quality-2020-IIQ.pdf_fr-CA.pdf

Health And Safety

We have many policies and procedures in place to ensure that our facilities provide both children and adults with a safe and healthy environment. By ensuring all necessary checks and assessments are conducted routinely and with the utmost of care we are able to maintain both indoor and outdoor spaces that allow for safe exploration and healthy interactions. To maintain strong sanitary practices someone from each classroom must wash the toys to avoid the spread of germs. In the infant and toddler rooms toys are washed on a daily basis while the older age groups wash toys each week unless cleaning protocols are intensified due to extenuating circumstances.

All substances that are considered harmful, hazardous or poisonous must be stored in a locked area or out of reach of children.

All bed sheets are also washed on a weekly basis and any personal blankets kept at

the centre for rest time are sent home each Friday for cleaning. In order to provide children with engaging and healthy outdoor opportunities it is necessary that all children spend a minimum of two hours daily outside (weather permitting).

Nutrition

A nutritious midday meal as well as morning and afternoon snacks will be provided. Children's special dietary needs, allergies, and food restrictions will be posted in the cooking and service area as well as any children's play areas both inside and outside. Weekly menu plans will be posted for the current and following weeks. It is important to note that all meats served on our menu are halal.

All meals are prepared according to the guidelines created by the "Eating Well with Canada's Food Guide" and guided by the document "Nutrition Environments in Child Care Settings." We ensure that all menu planning is in accordance with the rules and regulations stated in the Childcare and Early Years Act 2014.

Anaphylaxis Policy

An individual emergency plan is developed for each child with an anaphylactic allergy by the child's parent or guardian or can also be made in consultation with the child's physician/nurse practitioner. This "Emergency Response Procedures Plan" is reviewed with the Supervisor and placed in the "Ongoing Medications" binder in the office, the emergency evacuation binder, and the eating area. The child's picture and pertinent information for emergency care is posted on the parent board of the child's classroom. Parents are to advise of any changes to the plan or notify if their child has outgrown the allergy and no longer requires medication.

All families that are providing food or drinks from home must be made aware of all anaphylactic allergies, milder allergies, and restrictions that are present in the classroom. All food brought into the building is required to abide by all restrictions laid out in the list provided by the Supervisor. The Supervisor also notifies the

families if there are any changes to the allergy and restrictions lists and they must adapt the food or drinks they provide accordingly.

Peanut Allergies

As is the practice in many schools and daycares, the Board decided that New Heights Community Child Care will not offer peanut butter on its menu. Further, we require that children do not bring anything containing peanut butter or peanut products with them while at NHC.

Medical Plans And Emergency Plans

An individual emergency plan is developed for each child with an anaphylactic allergy. An individual medical plan is developed for those with a chronic or acute medical condition. These plans are made by the child's parent or guardian and can also be made in consultation with the child's physician/nurse practitioner. These plans are reviewed with the Supervisor and placed in the "Ongoing Medications" binder and the emergency evacuation binder. The individual emergency plans are also placed in the eating area and the child's picture and pertinent information for emergency care is posted on the parent board of the child's classroom. Parents are to advise of any changes to the plan or notify if their child has outgrown the allergy or condition and no longer requires medication. Staff, students, and volunteers must read and provide a signature confirming they have read all individual medical plans and emergency medical plans. They must also receive epi-pen training annually to insure they are prepared for an anaphylactic emergency.

Health And Administration Of Drugs

NHC must receive the completed health form before your child can be admitted. The Childcare and Early Years Act 2014 stipulates that prior to admission, each child must be immunized as directed by the local medical officer of health (County/City Health Unit). Immunization records are required unless there are objections due to medical or religious reasons. If this is the case the parent/guardian is required to submit a “Statement of Medical Exemption for Individual” and/or “Statement of Conscious or Religious Belief for Child,” provided by the minister O.Reg.126/16.

It is directed by the health inspector that any child with any illness that can be passed from one to another remain at home so that illnesses are not being spread through the daycare. In addition we also request any child experiencing diarrhea or vomiting not rejoin the program until 48 hours have passed. If your child becomes ill during the day, your child may be separated from the group and temporary care will be provided until you can be contacted, and your child taken home. There will be an ill health form filled out and added to your child’s file any time their health is of concern to us and noted in the communication book.

All prescription and non-prescription drugs that are kept in the centre must be logged in the Drug and medication Record and given to the person responsible for administration of drugs, which is the supervisor or designate, to store in the locked box in the office. This will include any and all drugs listed in individual medical plan. The only exceptions to this are sunscreen, moisturizing skin lotion, lip balm, insect repellant, hand sanitizer, and diaper cream which parents are able to sign off for in the enrolment package. Although they will not need to be listed in the Drug and Medication Record they will still need to be provided in original containers, labelled

with the child's name, and the expiry date clearly visible.

Prescription and Non Prescription Drugs:

We will administer prescription and non-prescription drugs **only when** the medication provided is in the original container, clearly labelled with the child's name, name of the drug, the dosage, the date of purchase and instructions for the storage and correct time of administration for the drug. Please note we do not administer medication for teething.

Life Threatening Medications:

Despite requirements for storage and administration of drugs an employee or the child may carry the child's medication if the individual is permitted to do so in accordance with the child's individualized plan and the medication is for asthma, emergency allergies, diabetes or epilepsy; or the licensee has documentation from a regulated health professional who is authorized to prescribe drugs, as defined in the Drug and Pharmacies Regulation Act, indicating that the nature of the child's medication is such that, without immediate access to the medication by the child, the child's health could be significantly at risk. O. Reg. 197/26, s. 13.

Incident/Accident Report

Whenever a child is hurt and/or it leaves a mark, a parent must be informed. Therefor an incident/accident report form must be filled out by the teacher who witnessed the incident. If no one saw the occurrence happen, then the head teacher responsible at the time must fill it out.

The completed report must be approved by the Supervisor or Director before the parent signs it. If the personnel are not available, the parent must be made aware of the incident verbally and notified that a report is being written up.

The report is photocopied and a copy is kept in the child's file and a copy is given to the parent. The incident/accident is also noted in the daily communication book.

new heights
COMMUNITY CHILD CARE

Serious Occurrences

Staff are expected to immediately gather facts after a serious occurrence. The staff or any other witness should report the occurrence to the supervisor/director at once.

Note: Providing any person with immediate medical attention is a necessity. The supervisor/director is responsible for conducting a preliminary inquiry following the steps listed below:

(a) Contact the supervisor.

(b) Contact involved child(ren)'s parent(s).

(c) Ensure that all persons having knowledge of the occurrence remain at the site until excused.

(d) The Director/Supervisor will complete and submit Initial Notification Report within 24 hours of being informed of the situation.

The Serious Occurrence Notification Form:

The Serious Occurrence Notification Form will be posted in a conspicuous place in the centre at or near an entrance commonly used by parents. The form will be posted near the child care license and Licensing Summary chart.

The Serious Occurrence Notification Form is updated as the operator takes additional actions or investigations are completed.

The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for 10 days from the date of the update.

Behaviour Management and Prohibited Practices To Safeguard Children

New Heights Community Child Care staff is responsible for planning and implementing a program that will foster a child's maximum individual development during a period of swift growth; mentally, physically, socially and emotionally.

Each child is considered individually in discipline. When a situation arises where discipline is required, the following forms are used:

(a) verbal direction;

(b) redirection (i.e. Find another activity);

(c) physical restraint (only to keep child from hurting self or another);

(d) "time in" is used by the teachers.

The teacher will always explain that the action is unacceptable (not the child).

The staff is to implement all programs with respect, love and care to provide the children with a happy, safe and well balanced environment.

NHC children are directed in a positive manner at a level that is appropriate to their actions and their ages in order to promote self discipline, ensure health and safety, and respect the rights of others.

As is stated in the Early Years Act 2014 O.Reg.126/16, and as is prescribed in regulation for the purposes of section 9 of the CCEYA. It is not permitted for any of the following practices to be conducted at NHC by any staff, students, and volunteers.

(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, and is used only as a last resort and only until the risk of injury is no longer imminent.

(c) Locking the exits of the child care centre for the purpose of confining the child; or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensees 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/her self-respect, dignity, or self-worth.

(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.

(f) Inflicting any bodily harm on children including making children eat or drink against their will. Methods of discipline are discussed at staff meetings, and consistent disciplinary measures are agreed upon. Parents can discuss these methods of discipline with staff or

(g) Sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the *Early Childhood Educators Act, 2007*.

Anyone working in or providing licensed child care who has been convicted of the offences laid out in section 9 of the CCEYA must notify their licensee immediately and cannot continue working in or providing child care.

Emergency Shelter And Emergency Closure

In case of an emergency the emergency binder (containing all phone numbers, parent emails, medical plans, etc.) will be used to contact parents as quickly as possible. Parents will be informed of what has happened and where their child can be picked up. When an emergency requires the centre to close fees can be charged for up to ten days. Every effort will be made to contact all parents and guardians with updates to keep everyone informed of the centre's status. The centre can be contacted for any further questions in regards to emergency protocols that are specified in our Emergency Management Policies and Procedures.

Our evacuation sites are listed below:

1757 Ravenwood Drive, Peterborough, K9K0E1

271 Ridgewood Road, Peterborough, K9J8A2

Health Check Policy

A health check is documented within the first hour of rest time and filed. This health check is conducted to monitor changes and identify potential signs of illness. If symptoms of illness present themselves throughout the day it will be communicated to parents immediately and not limited to the health check form.

new heights
COMMUNITY CHILD CARE

Illness

If your child becomes ill during the day, your child may be separated from the group and temporary care will be provided until you can be contacted, and your child taken home. There will be an ill health form filled out and added to your child's file any time their health is of concern to us and added to the communication book.

If your child is in attendance and develops a fever, you will be called and your child must be picked up. In order to return to childcare we require that your child has been fever free, without the aid of over the counter medications, for a minimum of 24 hours and is feeling well enough to participate in regular activities. It is also advised by the Health Unit that any time the child has been experiencing vomiting or diarrhea that you keep the child home for a minimum of 48 hours after the last symptom.

Head Lice Policy

If you find your child has head lice, it is recommended that you contact your pharmacist, health unit, or your family doctor to determine appropriate treatment. This is necessary to control the spread of head lice. Those children found to have head lice will be asked to leave the centre temporarily and the parents/guardian will be advised to follow the recommended course of treatment. When students return to the centre, they should report to the main office where the parent will remain while the student is checked to ensure all nits and lice are no longer present. If nits or lice are present, the parent will be asked to take the child home again and continue treatment.

Infant Sleep Room Supervision Policy

Each day prior to infants being placed in the sleep room it is required that a teacher check that any and all monitors are functioning properly.

When there are three or more infants in the sleep room it is required that a teacher be present.

The teacher responsible for supervising must do regular 15 minute checks to ensure a thorough knowledge of the health and safety of each infant in the sleep room.

All checks must be recorded on the Sleeping Supervision Chart.

Each child will have their own crib assigned to them that will be labelled with their name. All information about rest times will be discussed with the parent/guardian while in the infant room and as they move up through the centre. On a daily basis the children's names and their placement in the room are recorded to ensure all staff are aware of who is in the sleep room at all times.

Our Infant Sleep Room Supervision Policy has been written in accordance with the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada" and the Public Health Agency of Canada (O. Reg. 126/16, s.23). If a parent/guardian is opposed to the centre's procedures, documentation from the child's physician is required in order to alter any and all sleep supervision strategies.

Rest Time Policy

Each child, toddler and preschool, will have a rest time not exceeding two hours in length following the mid-day meal. (Childcare and Early Years Act 2014) Each child will have their own cot that will be labelled with their name. Children are not

obligated to sleep but a time of quiet resting is expected. On a daily basis the children's names and their placement in the room are recorded to ensure all staff are aware of who is in the room throughout rest time. All children will be monitored with regular visual checks to ensure there are no indicators of distress or unusual behaviours. For the toddler programs the teacher(s) responsible for supervising must complete rest time checks every 30 minutes. All Toddler rest time checks must be recorded on the Rest Time Supervision Chart.)

Field Trips

Activities away from the centre require careful planning and special arrangements for supervision. Beforehand, clear rules and guidelines should be developed and discussed with staff and parents.

For all excursions and field trips, children's medical plans, medication (i.e. for severe allergies) and a portable first aid kit along with manual, and emergency information should be taken along. It is useful to have a backpack designated for this purpose. Where possible staff should visit any new playground beforehand and investigate possible dangers.

Clothing And Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing should be kept at the centre in case of accidents. Parents with children in diapers are to supply enough for each day, they also must be disposable. Children in the process of being toilet trained should have a good supply of training pants and clothes left daily. Your child needs to bring his/her own blanket for sleep time which will be sent home for washing at the end of each week. To aid in avoiding mix ups, please label your child's clothes, toys, blankets, diapers, etc.