

Welcome to

**A CHILD'S SECRET GARDEN DAYCARE INC.**

EDUCATION - NUTRITION - INTERVENTION

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A Child's Secret Garden Daycare  
Helping Children Grow

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**PARENT HANDBOOK:  
A Guide For Parents and Guardians**



### **MISSION**

*To enhance the child's natural gifts*

### **VISION**

We believe that every child deserves a chance to reach for and to attain its full potential. Working with the child, family and community, A Child's Secret Garden Daycare Inc. provides the opportunity to build foundations that will last a lifetime.



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# ACSGD Program Statement

**a) To promote the health, safety, nutrition and well-being of children**

This includes nutrition experiences through play (cooking activities) and by serving healthy meals and snacks as outlined in the Canada Food Guide. Menus are inspected by the health unit on a yearly basis. Menus are revised at the change of each season: spring, summer, fall and winter. Any changes to the daily menus are noted on the menu.

**b) To support positive and responsive interactions among children, parents and educators**

This includes involving parents about their child's learning and by maintaining on-going communication through newsletters, emails and Facebook groups. Parents are invited to join their children for continental breakfasts, special events, lunch time and our annual preschool graduation ceremony in June.

**c) To enhance the social, emotional and moral development of young children**

This includes the experience and expression of feelings, the demonstration of independence and the development of positive relationships with their peers and encourage the children to interact and communicate in a positive way in order to allow opportunities to self-regulate. Quiet areas are set up throughout the room that allows the child a place to retreat to when he/she feels they need time away from the group: book area; couch/reading area; painting area. The child can choose which area he/she wishes. Children will be viewed as individuals who are competent, capable, curious and rich in potential. Staff will recognize the capabilities of children and create learning opportunities to allow for self exploration and awareness.

**d) To enhance the child's natural curiosity for exploration and inquiry**

This includes the experience and natural drive for discovery and the wonder of learning through play-based activities. Learning centers are designed in such a way as to allow the child to discover and explore the materials based on individual needs. Educators document the children's interests and set up the environment based on what the children are looking to explore. Materials are added to pique the children's interest and allows the child to investigate.

**e) To encourage a love of learning through child-led and adult supported experiences**

This includes the experience of child-initiated and adult supported experiences. Here the children participate in circle activities, play games, and develop a sense of accomplishment and self-worth while learning the basics in reading, writing and social interaction. ACSGD educators use the following medium: learning stories, webbing, photos, videos, photo albums, recognizing children's milestones. The educators follow the child's lead by providing materials they are interested in.

**f) To enhance the creative positive development of young children**

This involves the use of their own experience to develop new ideas, and includes the expression of themselves through creative thought, language, music, movement, drama and art, outdoor play.

**g) To promote active play throughout the day**

Indoor and outdoor environments support the safety and well-being of children with the materials and equipment offered to children. This includes engaging play based activities for indoor and outdoor programming: gross motor, fine motor, cognitive, literacy, etc. ACSGD offers a nap/rest time period after lunch for children who require one. A Wakers' program is provided with quiet activities for the children who do not require a nap.

**h) To foster parent engagement and ongoing communication**

This entails maintaining communication with parents about what is happening in the program and with their children. We provide daily reports to parents via Facebook private messaging, our private Facebook page for parents and staff, phone calls to parents and special event notices that are posted within the centre and sent home with the child.

**i) To incorporate local community services**

This includes inviting local outside agencies to come to speak to the children about their profession: Police; Fire Fighter; Baker, etc. ACSGD also incorporates field trips to community agencies such as the Library, Pet Stores, Fire Department and other community agencies within the daycare vicinity.

**j) To support continuous learning for educators**

This includes the opportunity for educators to attend workshops and conferences in order to remain current in the child care field. All ACSGD educators are required to take at least one workshop a year. Links to online webinars are provided to the educators where they can participate at a convenient time. In addition, they will undergo CPR training every year. First Aid training will be provided every three years. Educators create a professional learning portfolio that holds certificates from workshops, trainings, webinars and conferences.

**K) The impact of strategies**

Staff will document and review how strategies in this program statement impact the children and their families. Staff will discuss this regularly at staff meetings.

## **GREETINGS FROM THE STAFF**

All of us at A Child's Secret Garden Daycare Inc. are pleased to welcome you to our family of staff, parents and students who make ACSGD a fun place for children – and a special place for parents too.

A Child's Secret Garden Daycare Inc. is a non –profit, non-denominational advanced learning preschool which for the past 19 years has dedicated itself to the care, development and nourishment of young children, including those with special needs.

The center receives funding from parent fees, fundraising and donations to cover operating and program costs.

We hope you will find this Guide for Parents and Guardians helpful. If you have any questions or concerns regarding your child, please do not hesitate to ask.

## **EDUCATOR QUALIFICATIONS**

The daycare is governed by a board of directors and is operated by a dedicated team of early childhood educators who belong to the College of ECE and are lead by an Executive Director: Stephanie Garfield.

**Stephanie Garfield, RECE, SSW, Executive Director**

Stephanie is registered with the College of Early Childhood Educators and is a busy mom to two teenagers. Stephanie has been with ACSGD for over 20 years. Her experience working with families helps her to find the best fit for you and your child in our program. Stephanie manages all staffing, enrollment, program delivery and schedules at the center.

Stephanie is also a part of the Early Childhood Education Program, Distance Ed as a field supervisor. Stephanie visits students at their placements and supports their learning as students apply their learning in programs such as daycares, school environments and specialty placements.

# PROGRAM OF LEARNING

## ***Program Design***

An Early Childhood Educator works with and is responsible for each group of children in her care; a developmentally rich curriculum is planned that is appropriate to the ages of the children within the group. These programs are implemented with attention to the different and varied developmental levels, interests and capabilities of the individual children. A copy of each Curriculum Plan is available for each parent to view in each classroom.

Our Program offers supportive hands-on materials and choice to maximize student interest. A diverse set of learning materials, activities and experiences are used to guide discovery and foster physical, intellectual, creative and social independence. The child is allowed sustained time to pursue his/her interest and passion. Our program is geared to providing the children with the best start in life, while giving parents peace of mind. Our program encourages children to develop at their own pace according to their individual interests.

## **AGES OF CHILDREN**

The center provides programs for children ages 6 weeks to 13 years.

**10 Infant:** 6 weeks up to 18 months

**25 Toddlers:** 18 months up to 30 months

**48 Preschool:** 30 months up to 6 years

**Kindergarten:** 44 months up to 7 years

**15 Primary/Junior school age:** 68 months – 13 years

Full day and half-day programs are offered

At A Child's Secret Garden Daycare Inc., we are committed to providing you and your children with reliable, flexible and high-quality early years programming, so you can feel good about going to work every day.

## **Outreach**

We provide assistance to community childcare agencies to include all children from their programs. Our outreach service includes the Early Childhood Integration and Support Services and follows the best practice of including children with special needs.

## ***Program Monitoring***

The Ministry of Children and Youth Services Licensing does spontaneous inspections of our programs and facilities regularly. Inspection reports are, of course, available for parent viewing at the center. The Eastern Ontario Health Unit also reviews our programs annually.

## **Behavior Management**

**No corporal punishment will be permitted at any time. Discipline is done in a positive manner.**

Small groupings of children are structured to encourage positive interactions between children. We focus on the positive by guiding and redirecting children's inappropriate behavior in a positive and non-threatening manner. Parents are invited to review the Centre's Behavior Management Policy for more detailed information. A copy can be obtained from any classroom Teacher. The Behavior

Management Policy is review by staff when they are hired, by students completing their CO-OP placement and by volunteers. It is also reviewed with each staff member on an annual basis. The Centre's full complement of staff means that the classroom staff are fully dedicated to the care and development of the children.

### Prohibited Practices

#### Requirements under CCEYA

No operator shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- a) Corporal punishment of the child;
- b) Deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of the child that would humiliate, shame or frighten the child and undermine his or her self-respect;
- c) Depriving the child of basic needs including food, drink, shelter, clothing, toileting, or bedding;
- d) Locking the exits of the child care premises for the purpose of confining the child; or confining the child in an area or room without adult supervision, unless confinement occurs during an emergency and is part of the emergency procedure;
- e) Physical restraint of the child, such as confining a child to a high chair, car seat, stroller or other device for discipline purposes
- f) Inflicting bodily harm on children including making children eat or drink against their will

#### Policy Statement

Each and every staff, including students and volunteers, are required to follow the Behaviour Management policy as set out by the CCEYA. At no time will a staff member take action that would degrade, humiliate a child, or otherwise undermine a child's self-respect.

## PARENTAL INVOLVEMENT

Parents are encouraged to participate in their child's daycare. You may telephone or drop in any time during the day to view your child at play. Our Parent Notice Board contains notices about upcoming Center and community events, illnesses within the Center such as Chicken Pox which may have consequences or implications for some families. We also have a private Facebook page where we post pictures of the childrens' learning experiences.

Occasional letters informing you of special events or news. We have an open door policy for all parents.

You are invited to participate in your child's program in a variety of volunteer roles. Parents find this can be as much fun for you as it is for them. Just a few of the things you might do are:

- ❖ Conduct a tour of your workplace
- ❖ Demonstrate a craft or skill
- ❖ Teach the class a dance or game from your own childhood
- ❖ Read to the children
- ❖ Tell a story of your family's origin/ share your culture
- ❖ Sing or play music
- ❖ Join in on field trips
- ❖ Spend time in the classrooms participating in centers or circle time with children

## ***Parent Communication***

“Arrival and departure times” are important times when you and your child’s teacher can share information. You may want to pass on specific information about your child’s previous evening and the staff can let you know how your child’s day went. You are also welcome to phone and speak with the staff if you have questions or concerns or if you need to find out how your child is doing. If the classroom staff are unable to take your call, someone will call you as soon as possible.

## ***For parents of children with special needs...***

### **Special Education**

Special Education programs provide extra support to help children with significant learning difficulties or special needs. Some children need short term help and others have complex learning and health needs.

Children may need help because of physical, intellectual, emotional, behavioural, speech, language, vision or hearing difficulties, or because of serious problems interacting with other people.

Formal “**Parent Conference meetings**” are held periodically with parents of children who have special needs. The purpose is to plan and review the Individual Program Plan for your child with those who are involved in your child’s individual program – e.g.; parents, educators and enhanced support workers.

These meetings will take place at the childcare center during the school year.

If your child is having difficulty relating to other students, it may be a sign of a significant learning difficulty. Sometimes problems are a normal part of adjusting to a new school. If you are concerned that your child may have a significant learning difficulty, talk to your child’s educator. The educator has a number of informal ways to assess your child. If necessary, you can request a formal assessment of your child.

## **HOURS OF OPERATION**

The hours of operation are 6:00 a.m. to 6:00 p.m., Monday to Friday

### ***Early Closing***

1. In the event the Minister of Health issues a weather warning, telling employers to send employees home, the center may need to close early and parents will be called to pick up their child at an earlier time than normal. This would be approved by the Director and would only be in extreme cases.
2. Ratios in the morning in bad weather may be beyond staffing, and therefore, staff may ask you to wait until further staff arrives. We count on your co-operation and understanding should this happen.
3. Voting: We may need to give our staff the three hour mandatory time frame to allow them to vote, therefore we may need to close earlier than the regular closing time.

### ***Emergency management***

Our center has written policies and procedures for emergency management, including, but not limited to; the roles and responsibilities of staff during an emergency, a safe meeting place, and recovery after an emergency. Parents can be provided a copy of this policy upon request.



In the event that an emergency happens, parents will be contacted by telephone, as soon as possible. If the parent is unreachable, the emergency contacts (listed on the registration form) will be called.

**Holidays**

The daycare will be closed for the following statutory holidays: **NEW YEAR'S DAY, FAMILY DAY, GOOD FRIDAY, EASTER MONDAY, VICTORIA DAY, CANADA DAY, CIVIC HOLIDAY, LABOUR DAY, THANKSGIVING DAY, CHRISTMAS DAY, BOXING DAY.** THERE WILL BE NO REDUCTION OF FEES FOR HOLIDAYS OR FOR MISSED DAYS.

**Tuition Fees**

	Infants	Toddler	Preschool	School Age
<b>Weekly Rate</b>	\$210.00	\$175.00	\$145.00	\$135.00
<b>Daily Rate</b>	\$57.00	\$47.00	\$37.00	\$30.00
<b>Half Day Rate</b>	\$47.00	\$37.00	\$27.00	N/A

**Admission and Discharge**

**Admission policy**

*Upon admission, the following is required;*

- \*All parents must fill out and complete all of the application form, if something is non-applicable to you, please indicate so.
- \*A current and up-to-date immunization or exemption form
- \*If applicable, Any custodial agreement should be given to the center

**Discharge Policy**

If a child is withdrawn from daycare it is required to give 2 weeks written notice prior to withdrawal. If notice is not given, 2 weeks worth of payment is still required.

If a child cannot adjust to daycare, and is causing harm to others, after every effort has been exhausted, the child will be discharged from our center.

If a parent does not adhere to the contracts signed or is in arrears of payment, and no solution is agreed upon, the child will be discharged, and the account will be put into collections.

All children must have up-to-date immunizations or an exemption form. If this is not provided when the children require the vaccines, and no appointment card is given, the child will be discharged.

**Child Care Supervision for Volunteers & Students Policy**

**Requirements under the CCEYA**

Every operator shall ensure that every child who is in attendance in a day nursery or in a private home day care location.

In respect of volunteers and students:

- Behaviour management policies and procedures are reviewed with volunteers and students who will be providing care or guidance at the day nursery before they begin providing that care or guidance and at least annually afterwards.
- There is a written procedure for monitoring the behaviour management practices of volunteers or students who provide care or guidance at a day nursery or at a location where private home day care is provided.
- The individual plan for a child with anaphylaxis and the emergency procedures are reviewed by volunteers and students who will be providing care or guidance at the day nursery or private home day care location before they begin providing that care or guidance and at least annually afterwards.
- Criminal reference checks are required for all volunteers having direct contact with children in the licensed child care programs and for all persons usually on the premises of the private home daycare location.
- The ministry criminal reference check policy does not apply to students placed in the child care program by an educational institution; however, criminal reference checks are routinely required by community colleges and universities prior to students beginning placement in child care.

**Policy Statement**

- No child is supervised by a person less than 18 years of age.
- In child care centres, only employees will have direct unsupervised access to children
- Volunteers and students may not be counted in the staffing ratios in child care centres
- Ensure that students are covered by their school's insurance and that volunteers provide their own insurance or are covered under the centres' insurance prior to start date

<b>Supervision Requirement for Volunteers and Students</b>	
<b>Completion of the following:</b>	
<b>Director</b>	<ul style="list-style-type: none"> <li>• <b>REVIEW AND ENSURE</b> that all staff, students and volunteers sign policies and procedures prior to start date and annually thereafter</li> <li>• <b>PROVIDE AND EXPLAIN</b> child care centre philosophy</li> <li>• <b>ENSURE</b> that child care centre has sufficient insurance that includes volunteers</li> </ul>
<b>Supervisor</b>	<ul style="list-style-type: none"> <li>• <b>REVIEW</b> and provide a copy of the centre's code of conduct (i.e. dress code, use of equipment, behaviour management)</li> <li>• <b>TOUR</b> of building and fire procedures</li> <li>• <b>PROVIDE</b> a copy of the parent handbook to students and or volunteers</li> <li>• <b>PROVIDE</b> copies of relevant CCEYA manual sections if required for review</li> </ul>
<b>Co-operating Teacher</b>	<ul style="list-style-type: none"> <li>• <b>RECOMMENDATION:</b> that the designated co-operating teacher have a minimum of 2 years' experience in the field</li> <li>• <b>REVIEW</b> student information package and outline expectations of the school and child care centre</li> <li>• <b>MONITOR</b> and complete all reporting documents and evaluation forms</li> <li>• <b>COMMUNICATE</b> frequently about progress</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>MODEL AND MENTOR</b> appropriate behaviours, conduct and program philosophy</li> <li>• <b>ENSURE</b> that the volunteers and students are supervised at all times while in the presence of the children</li> </ul>
<b>Student/volunteer</b>	<ul style="list-style-type: none"> <li>• <b>READ, UNDERSTAND AND SIGN-OFF</b> on all policies and procedures</li> </ul>

## MEALS & SNACKS

The daycare will supply a hot nutritious lunch and two snacks daily. Snacks provided to the children are in accordance with Canada’s Food Guide, and are peanut-free. Menus are posted on a 4-week rotation. The children are encouraged to feed themselves and to try everything that is served at each meal.

### ***Special care for children with food allergies or special dietary needs***

If your child has food allergies, or is on a special diet, please make sure the staff is aware of them. Candy or “junk” food is not allowed at the center. On special occasions (i.e. birthdays), the center will supply a cake..

### **Nut Free School**

Some children have severe allergies to nuts and will get very sick if they eat or are exposed to food containing even small amounts of nuts. To ensure the safety of these children, we have adopted a “nut free” policy. **Parents are not allowed to bring their child to school with any type of food, juice, gum, etc. in order to protect the child with severe allergies. You will be requested to remove the food item or will not be allowed into the center**

### ***Snacks from home***

It is required that for any child bringing a snack to the Center, parents or guardians are required to list ingredients in the snack. This is to ensure that children with food allergies are not accidentally given something they shouldn’t eat. All food from home must be labelled with the child’s name.

### ***Treats for the class***

Check with your child’s educator before bringing any type of snack.

## FIELD TRIPS & OUTINGS

### ***Planned Outings***

Staff will inform parents and guardians at least two days in advance before a planned outing will take place so that parents and guardians can make sure their children arrive on time. For off-site outings that involve transportation, parents or guardians will be required to give their permission by signing the Field Trip Form, which will be made available by the classroom staff prior to the field trip.

## ***Spontaneous Outings***

Quite often, staff and children take advantage of good weather and go for a walk, or to a nearby playground or park. If your child will be arriving later than half an hour after the start of the program, please inform staff so that arrangements may be made. Otherwise, staff and children will leave the Center and you will not be able to leave your child in another room or join the outing unless you have advised the staff in advance and arrangements have been agreed upon.

# **PICKUP / DROP OFF PROCEDURES**

## **FOR THE SAFETY OF YOUR CHILD...**

We are responsible for the safety of the children when they are in our care, just as you are responsible when they are in yours. But, at those busy times of day when children are arriving and departing – or in those rare cases of emergency or illness – parents and guardians have a special obligation to follow the rules and procedures set out for the safety of your child.

## **Arrival**

In order to allow your child to settle into the program and to maintain smooth operation of planned activities, please bring your child in before 9:30 a.m. If your child is sick, late, or will not be coming in that day, the center should be notified before 10:00 a.m. Children brought in later than 9:30 a.m. will not be accepted in the program and will be turned away.

## **Departure**

Children should be picked up within the hours that have been stipulated in the contract, unless arranged in advance with the supervisor. Please notify the staff if your child is to be picked up later or earlier than usual. No child is to be released to a person not authorized by a parent to pick up the child. We must meet the designated pick-up person in addition to having verbal and written consent for changes with this respect.

**Tell us if you or your designated alternate is not able to pick up your child.**

**If you know in advance** that you or your designated alternate (that you have indicated in the Intake Package) will be unable to pick up your child, please inform the Center of who will be picking him/her up.

**If something comes up at the last minute**, and you or your alternate will not be able to pick up your child, phone the Center, advising us of the name of the person who will be picking up your child. The person you designate will be required to show photo I.D. before we will release your child from our care, and in some instances, we will contact you for confirmation.

## **Make sure we know where to contact you**

### **Keeping Contact Information Up to Date**

When you registered your child for school, you listed your home and work phone numbers as well as the name and numbers of a friend or family member. Educators use these numbers to call you in case your child becomes ill or in case of an emergency.

It is a requirement that parents keep the Center informed of any changes in: address, telephone numbers, place of work, family physicians, immunization updates and medication changes (both

medication taken at home as well as at the Center). Please inform the Center of any changes immediately in case we need to contact you in the event of emergency or illness.

## **FIRE DRILLS**

Unscheduled fire drills are held on a monthly basis. Should evacuation be necessary, parents would be contacted by a staff member from ACSGD. Evacuation procedures are posted in each room. The Fire Department District Inspector also conducts a yearly inspection of our Center to ensure we meet all Fire Standards and Safety Codes. As well, the smoke and heat detectors are inspected on an annual basis by a certified alarm company. The fire extinguishers throughout the building are checked and re-certified bi-annually. Staff evacuation procedures and duties are posted in each classroom.

## **ILLNESS POLICY & GUIDELINES**

The Eastern Ontario Health Unit requires all children in Ontario to be immunized against childhood diseases in order to attend a childcare facility. The center maintains an immunization record for each child. If your child has not received all of his or her immunizations, you will receive a letter from the Health Unit.

Your child will not be permitted to attend the childcare Center if you do not comply. Your doctor will give you a yellow card listing your child's immunizations. Take it to the Center to make sure the records are up to date.

We know how worrisome a child's illness can be to parents and how disruptive it can be for working parents. However, to help prevent illness and to control the spread of infectious disease, the Center together with the public health officials have developed an illness policy which conforms to all regulatory guidelines.

We realize that sending a child home may cause some short-term difficulties for you, but we hope that by decreasing the overall level of illness at the Center, your child will be ill less often and will be able to spend more time here. It is the policy of the daycare and the Eastern Ontario Health Unit that once a child has been sent home ill, the child **must** stay home for 24 hours with a Doctor's note stating that your child is not contagious. However, in the case of pink eye, or a rash a Doctor's note is mandatory before being able to return to the Center. Failure to do so will result in your child being turned away.

### **When a child is unwell**

A child who is unable to fully participate in the program because of an illness, or who poses a risk to other children and staff because of an infectious disease, shall be sent home as soon as is reasonably possible and is not allowed to attend school until they are completely recovered.

If your child is on medication, and you need to have it administered to your child while he/she is in care, you must sign a school medicine permission form, and the medication must be delivered to the Center in the original container with the child's name, date, description of medication, dosage and end date. We are not allowed to put on creams, Vaseline, etc. without a signed permission form. If you have given your child any other medication prior to his/her arrival at the Center, e.g; Tylenol, Tempra, Cold/Cough Syrup, you must inform the teacher of the name of

medication, dosage and time given. If children are well enough to attend daycare, they are well enough to play outdoors.

## **If Your Child Becomes Sick at Daycare**

If your child becomes sick or has an accident while at school, someone will call you at the phone numbers you provided. You or the emergency contact person must pick up your child as soon as possible. All staff have First Aid and CPR training. If the accident or illness is serious, we will call 911.

## **Allergies or Health Problems**

Tell the teacher if your child has any health problems or allergies. If your child takes medication during the school day, you will have to fill out a form in the Medication Log.

## **Duty to Report**

It is the duty of every child care operator to report to Children's Aid, any suspicion of:

- any child who is at risk of harm
- any child who has been reported to be at risk of harm
- any child who has been harmed

# **CONFLICT RESOLUTION POLICY**

A Child's Secret Garden Daycare Inc. is committed to prompt and fair resolution of disputes which may result at the Center. This policy governs all aspect of parent dispute resolution, including all claims that the parent may have against the center

**Staff and Parent Conflicts:** There are bound to be times when a parent hears a story or complaint from a child that leads to a dispute with a daycare staff member.

1. Parent complaints should be documented and handled directly by an educator.
2. Whenever issues are raised, both the Center and the educator will strive to attempt to reach a resolution. If a resolution is not achieved, the issue may be referred to the executive director, who will conduct such investigation as she deems appropriate, and meet with the educator in a sincere effort to discuss, analyze and resolve the matter. If warranted, the director should mediate interaction between the parent and educator or handle disciplinary measures privately with the staff in question. If a mutual resolution is not reached, the executive director may issue a determination on the issue which shall be final unless the parent invokes mediation.
3. If the parent is dissatisfied with the executive director's decision, the educator can request that the matter be submitted to mediation. The issue will be brought to the attention of the board of directors. If the matter is not resolved in mediation, then the issue is deemed a Serious Occurrence (SO) and will be reported to the Ministry of Education as a SO.
4. **Parent-to-Parent Conflict:** If one family at the center has a problem with another family in the center, management should address the issue individually with each party. A written account of the parent's specific complaints will be made, the matter will be investigated and the findings will be

followed up with the parents. Corrective measures being taken to rectify the problem will be documented and explained to the parents.

<b><u>Parental Concern Policy</u></b>	
<b>Steps For concerned Parents</b>	<ol style="list-style-type: none"> <li>1. Address concern with staff member</li> <li>2. If a staff member is unable to resolve the concern, address the concern with the director</li> <li>3. If the director is unable to resolve the concern, address the concern with the board of directors.</li> <li>4. If the board of directors are unable to resolve the concern, address concern with the ministry of education</li> </ol>
<b>Steps for employees responding to a parental issue or concern</b>	<ol style="list-style-type: none"> <li>1. If a minor concern, Staff will try to resolve the parental issue</li> <li>2. Staff will inform the director of the parental concern(s) whether it is a minor or major issue</li> <li>3. Staff will consult with the director in handling any and all issues</li> </ol>
<b>When to expect a response</b>	Parents who address concerns with the centre, can expect an initial response within 48 hours, if not immediately.

## Wait List Policy

### Wait List Policy

ACSGD Inc. does not charge wait list fees to parents.

### Policy Statement

ACSGD Inc. will have a wait list for parents of children who want to enrol their child in the centre.

### DEFINITION

ACSGD Inc. aims to develop a waitlist policy and practices that are transparent, fair and consistent.	
<b>For Parents</b>	<ul style="list-style-type: none"> <li>• When parents inquire as to the status of the wait list, ACSGD will inform the parent of their placement on the wait list without revealing who is ahead of them</li> <li>• Siblings of current participants: to be included on the waitlist the family must provide the Administration Office with a registration form</li> </ul>
<b>Wait List Management</b>	<p>To ensure that families gain access to ACSGD's programs in the shortest time possible, the following practices are put in place:</p> <ul style="list-style-type: none"> <li>• The date of registration on the registration form will reflect the date the form was received</li> <li>• A family who refuses a space the first time it is offered or fails to return a first call within one week will be removed from the waitlist. Once withdrawn from the</li> </ul>











	<p>waitlist, the family must forward a new registration form to the Administration Office to be placed on the waitlist.</p> <ul style="list-style-type: none"> <li>• It is the parent's responsibility to call or e-mail the centre to bring changes to their contact information.</li> <li>• When a spot becomes available, parents are called in order of the placement on the waitlist. If a parent denies the spot, then the next parent on the list is called until a parent accepts the spot, and at that point the spot is considered filled. Once a child is registered, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space.</li> </ul>
Type of care required	<ul style="list-style-type: none"> <li>• Children are categorized on the waitlist based on date of initial contact and the type of care required (Infant, Toddler, Pre-School or School Aged)</li> </ul>
Acceptance	<ul style="list-style-type: none"> <li>• Once your child is officially offered a space, if you would like to accept it, you will be required to provide payment information; e.g: subsidy (if qualified) or post-dated cheques for fees. You will also be able to submit fees through online banking.</li> </ul>

## NATURAL PLAYGROUND

Children with symptoms of Attention Deficit Hyperactivity Disorder (ADHD) are better able to concentrate after contact with nature. Children with views of and contact with nature score higher on tests of concentration and self-discipline. The greener, the better the scores. Children who play regularly in natural environments show more advanced motor fitness, including coordination, balance and agility, and they are sick less often. When children play in natural environments, their play is more diverse with imaginative and creative play that fosters language and collaborative skills. Exposure to natural environments improves children's cognitive development by improving their awareness, reasoning and observational skills.

## CURRICULUM

Highly qualified and experienced educators prepare the environment to help young children expand their knowledge, develop a healthy self-concept, and acquire academic skills. We stress individualized learning according to each child's needs and abilities. We allow each child to develop at his/her own pace. The curriculum includes:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li> Sensory training</li> <li> Language development</li> <li> Arts &amp; Crafts</li> <li> Reggio Emilia program</li> <li> Daily learning lab</li> </ul> | <ul style="list-style-type: none"> <li> Music &amp; Dance</li> <li> Foreign languages</li> <li> Dramatic play</li> <li> Montessori methods</li> <li> Science &amp; Nature</li> </ul> |
|--|---|



## RESOURCES

The following are resources which you may find helpful; they may be obtained from either the Center or from the Regional Licensing Office

✎ A Child's Secret Garden Daycare Inc. Policies and Procedures Manual (on site)

✎ Canada Food Guide

✎ Well Beings (on site)

✎ Regional Licensing Office

Located at: Ministry of Education  
Children and Youth Services  
347 Preston Street, 3<sup>rd</sup> Floor  
Ottawa, Ontario  
K1S 3H8

## THANK YOU

We at **A Child's Secret Garden Daycare Inc.** are pleased to be able to provide quality programming for your children that exceeds your expectations. Thank you for the trust you have placed in us by choosing **A Child's Secret Garden Daycare Inc.**

## A Child's Secret Garden Daycare Inc.

<b>Policy #</b>	<b>Anaphylaxis Policy</b>
	<b>Date: April 9, 2021</b>

### Requirements under the CCEYA

Every educator is required to have an anaphylaxis policy in the event of a life-threatening allergic reaction.

### Policy Statement

A Child's Secret Garden Daycare staff will attempt to create an environment that minimizes the risk of exposure to allergens for children with life threatening allergies. This policy recognizes that the risk of accidental exposure can be reduced but not eliminated.

### **Intent**

The intent of this policy is to provide information to staff so they may work in co-operation with parents in managing life threatening allergies. The intent of this policy is also to provide guidelines and procedures for creating a safe and healthy environment for anaphylactic children.

<b><u>Roles and Responsibilities</u></b>	
<b>Staff</b>	<ul style="list-style-type: none"><li>• Prior to the first day a child with life threatening allergies starts attending the child care centre, information sharing sessions for all staff including Managers, Teachers, and Cooks must take place. Casual staff, students and volunteers should be included in the sessions when possible, or informed of the situation during orientation to their participation in the program. Parents should attend all meetings/training sessions regarding the management of their child's allergy. All information sessions will be arranged by the centre manager and may involve any combination of: parents of anaphylactic children, Public Health Nurse, local medical professionals, or representatives of allergy groups. <b>All supply/ casual staff must review all emergency plans for anaphylactic children prior to commencing their shift and sign off that this</b></li></ul>

	<p><b>has been done.</b></p> <ul style="list-style-type: none"> <li>All staff will be trained in avoidance strategies and emergency protocol, signs and symptoms, administration of an auto-injector, and will be provided with information regarding anaphylaxis. Training must also include knowledge of emergency plans for each child with a life-threatening allergy. Depending on the child's allergy janitors/housekeepers will receive awareness training for cleaning procedures and products used. All cooks and staff who prepare foods will be provided with a modified separate training session on reading labels, understanding ingredients and food preparation for the anaphylactic child. <b>Any supply/casual staff that do not hold their First Aid/CPR may not administer any Epipens.</b></li> </ul>
<p><b>Avoidance</b></p>	<ul style="list-style-type: none"> <li>If the allergy is life threatening then all steps will be taken to eliminate the allergen as much as possible from menus, and as much as possible in lunches brought from home.</li> <li>Discourage the sharing of food, utensils and containers.</li> <li>Encourage the anaphylactic child to place food on wax paper or a paper napkin rather than directly on the desk or table, and taking only one item at a time from the lunch bag to prevent other children from touching the food.</li> <li>Establish a hand washing routine before and after eating.</li> <li>Disinfect tables before and after eating.</li> <li>Avoid allergens in activities and materials such as play dough, stuffed toys, and art.</li> <li>Avoid art projects that require food, or empty milk or egg cartons.</li> <li>The allergic child should not clean up other children's food, nor should they participate in cleanup of the outdoor playground.</li> <li>Keep a box of safe snacks for unplanned special occasions.</li> <li>Go through the refrigerator, cupboards and pantry and identify and separate out all the foods that are safe for the child.</li> <li>Children with an allergy to insect venom should be immediately removed from the room if a bee or wasp enters the room.</li> <li>Staff should refrain from eating foods containing</li> </ul>

	<p>allergens, but if they do, proper steps should be taken to wash hands, brush teeth, etc</p> <ul style="list-style-type: none"> <li>• In school age programs, store a non-perishable lunch in case the anaphylactic child forgets theirs at home.</li> <li>• Staff will be aware that nuts can be buried in the play yard by squirrels, etc., and will look for evidence of such when doing the daily yard check.</li> </ul>
<b>Special Occasion</b>	<ul style="list-style-type: none"> <li>• Avoid always using food for special occasions focusing instead on games, crafts, singing and other non-food related activities.</li> <li>• Let parents of anaphylactic children know about special events in advance so they can send safe foods for their child. Invite parents of anaphylactic children to volunteer for parties and field trips. Do not allow any parent to bring in unexpected treats for the children</li> </ul>
<b>Field Trips</b>	<p>Review emergency plans with staff members/volunteers before a field trip.</p> <ul style="list-style-type: none"> <li>• Designate one staff member who has training using the auto-injector to be responsible for the anaphylactic child on field trips.</li> <li>• This staff member will carry all available auto-injectors for the child and will have a cell phone if at all possible.</li> <li>• School-age children will carry their own auto-injector. During active recreational activities one designated staff member will become responsible for the auto-injector.</li> <li>• For outdoor field trips in the winter, the designated staff member should keep the auto-injector inside their coat and close to their body to ensure that the medication stays warm.</li> <li>• This staff member will stay with the child at all times and will accompany the child to the hospital should a reaction occur.</li> <li>• Require the parent of the anaphylactic child to provide several auto-injectors to be administered every 10-15 minutes as prescribed by the doctor while on the way to the nearest hospital if symptoms persist or recur</li> <li>• Permission slips for field trips should include information about severe food or other allergies. Suggest that parents accompany their child on field trips.</li> </ul>

## **Signs and Symptoms**

An anaphylactic reaction can begin within seconds of exposure or after several hours. Anyone or combination of the following symptoms may signal the onset of a reaction.

- hives
- itching (on any part of the body)
- swelling (on any body parts, especially eyes, lips, face, tongue)
- itching or tingling in the tongue, mouth or throat.
- red, watery eyes
- runny nose
- vomiting, upset stomach
- diarrhea
- stomach cramps
- wheezing
- panic
- difficulty swallowing
- difficulty breathing
- sense of doom, fear, apprehension
- dizziness, unsteadiness
- fainting, or loss of consciousness
- coughing
- change of colour
- flushed face, body
- change of voice (clearing, choking)
- tightness in throat (closing) or in mouth or chest
- coma and death

Symptoms do not always occur in the same order, even in the same individuals. Time from onset of first symptoms to death can be as little as a few minutes, if the reaction is not treated. Even when symptoms have subsided after treatment, they can return 10 minutes later or as much as eight hours after exposure.

## **Facts to Consider**

- Strict avoidance of the food allergen is the only way to prevent a potentially fatal allergic reaction.
- Fatal reactions can be induced by as little as a milligram of the allergen.
- Peanut protein residue can remain potentially dangerous for up to six months.
- Death can occur within minutes.
- Anaphylactic reactions can be caused by cross contamination from allergic food to a non-allergic food during food processing or preparation.
- For some children, allergic reactions can be triggered not only by eating foods but also by their touch and smell. This has implications for the whole child care centre, not just a particular area or room.

- Emotional stress is a factor of living with life threatening allergies. Children constantly deal with always being different; knowing they can die, peer pressure to conform, and bearing a constantly high level of responsibility.

### **Procedure**

In order to enroll a child with life threatening allergies, all precautions must be taken in order to ensure the child's safety in the program.

### **Emergency Procedure - Anaphylaxis**

In case of Emergency!

#### **1. Administer the auto-injector**

Don't hesitate. The child should rest quietly. To inject:

- Remove auto-injector from case.
- Pull off grey safety cap.
- Jab into OUTER MID-THIGH of child's leg with the black tip end of the needle. (This may be done through the child's clothing, if necessary.)
- Wait for fluid to enter body (10 seconds - an accurate way to count: one-one thousand, two-one thousand, etc.)
- The child should be rushed to the hospital after administration of an auto injector; any additional auto-injector should accompany the child in case a second injection (a maximum of three to be administered) is required if symptoms persist or recur.
- The time of the first injection should be noted so that the second auto-injector can be administered in 10/15 minutes, if symptoms persist or recur.

#### **2. Have someone call 9-1-1.**

Tell them that a child has had an anaphylactic reaction. Give the name and address of the centre

#### **3. Help the child to remain calm.**

#### **4. Call the parent/guardians/emergency contact.**

#### **5. Observe and monitor the child until the ambulance arrives.**

#### **6. Administer a second auto-injector - only if needed and available.**

Administer 10/15 minutes after the first, (a maximum of 3 doses to be administered).

#### **7. Send any additional auto-injector with child in the ambulance (maximum of 3 doses).**

## **Rules for parents bring in food**

All lunches will be inspected for healthy food items. You are required to supply healthy lunches and beverages for your child while your child is in attendance at the centre. Junk food items will not be permitted and will be taken away from the child's lunch. Parents must agree to provide a healthy bagged lunch for your child(ren) while he/she is participating in the programs. Failure to do so will result in a violation of our nutrition policy and, you will be called to bring a healthy meal substitute for the unhealthy lunch.

Any parents bringing in food must sign a form stating why they are bringing in food for their child.

Your child's lunch will be checked by the educator every day to ensure it does not contain any nuts or eggs.

### **No peanuts or eggs**

**If your child has consumed nuts or eggs before coming to the daycare, please ensure hands are washed thoroughly and teeth are brushed.**



**A Child's Secret Garden Daycare Inc.**  
**146 Chevrier Avenue, Cornwall, ON, K6H 1S6**  
**613-936-6730**

**I will be providing food for** \_\_\_\_\_

**Reason for providing  
food** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date** \_\_\_\_\_

**Signature** \_\_\_\_\_