



Emmanuel at Brighton Child Care Centre



Parent Handbook

Emmanuel at Brighton Child Care Centre
65 Noecker Street
Waterloo Ontario
www.emmanuelchildcare.ca
Phone: 519 886 3610

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Welcome to Emmanuel at Brighton (EaB)

We are happy to welcome you to our Emmanuel at Brighton Child Care Centre (EaB). Our not-for-profit centre is delighted to welcome your child and family to our special community. The information in this Parent Handbook is to provide you with a better understanding of our centre.

Who We Are

In 1964, Emmanuel United Church took on an outreach project to create childcare spaces for families in the community and in September 1964, Emmanuel Church Day Nursery opened its doors to children and families. The childcare centre quickly gained recognition and became well established in the community. From the very beginning the program focused on diversity, equity, and inclusion. Volunteers and other members of the community implemented and supported the program for years before their tremendous contributions were compensated. Eventually a course was offered in Early Childhood Education through Conestoga College and the founding volunteers began taking the course two evenings a week.

In 2004, with the leadership of Penny Curtis, the organization moved to 65 Noecker Street. The current location was secured with strong advocacy by families, board members, and members of our community. Relationships with the community grew into long-term partnerships with the Region of Waterloo, Conestoga College, The Perimeter Institute, and Wilfrid Laurier University.

EaB is licensed by the Ministry of Education. Under the mentorship of Kelly Birch-Baker the centre became the first Ministry of Education certified Forest and Nature School in Canada in 2015. Many educators have either completed the Forest and Nature School Practitioner course or are progressing toward the designation. Dana Bernhardt became the Executive Director in 2020 and continues to work with the staff, children, families, and the Board of Directors to implement the EaB's Mission, Vision, and values.

Emmanuel's founders would be proud of the organization's crucial role in our community, as well as our organization's leadership in the field of Early Childhood Education and Forest and Nature School practices.

Thank you for choosing Emmanuel at Brighton Child Care Centre!

Office Contact Information

Please do not hesitate to contact us if you have any questions at 519-886-3610 or by email.

Leadership Contact	What we can help you with
Executive Director: Dana Bernhardt executivedirector@eabchildcare.com	<ul style="list-style-type: none"> • General questions about EaB • Concerns or issues • Feedback about the centre or staff
Director of Operations: Kelly Birch-Baker Operationsdirector@eabchildcare.com	<ul style="list-style-type: none"> • General questions about EaB • Questions about health and safety or immunizations • Questions about Forest and Nature School
Pedagogical Leader: Eva May pedagogicalleader@eabchildcare.com	<ul style="list-style-type: none"> • Questions about your child's development and available community supports • SNAP referrals • Questions about Forest and Nature School
Supervisor: Bernice Eichorn Supervisor@eabchildcare.com	<ul style="list-style-type: none"> • General questions about EaB
Admissions Coordinator: Jennifer Burns admissions@eabchildcare.com	<ul style="list-style-type: none"> • Reporting your child's absence (by 10am) • Withdrawal notices- 60 days required • Enrollment questions • Questions about fees and updating banking information

Mission, Vision, and Values

Mission

We provide quality childcare and early learning through forest school education, embracing the whole child, nurturing a connection to nature and inspiring a love of life-long learning.

Vision

Leadership in learning through nature. Growing Bright Futures for our Community.

EaB Values

Emmanuel at Brighton Child Care Centre employees, students and volunteers are committed to providing child care and early learning guided by these values. To better understand Emmanuel's values, we have articulated them through behaviour statements:

FAMILY

Family is relationships based on love, support, and trust. By this definition, we at Emmanuel are a family and treat each other as such. We prioritize and respect Emmanuel families according to their values. We care for children the way their families want us to.

BELONGING

We are responsive to the essential need to feel accepted and loved for who we are and to feel included and part of the Emmanuel family. We celebrate the whole child and the whole person, including all interests and dimensions of diversity, not only to ensure equity and a safe space for all, but to learn from each other and grow in our knowledge as a community.

COMMUNITY

Our approach to learning embeds the child within the broader community, Emmanuel and beyond. We enhance leadership skills illustrating that everyone has a role in contributing to community wellbeing and instilling social responsibility. We engage the children, employees, families, volunteers, neighbours, partners, the city, the region, and other key stakeholders for learning, development, planning, and giving back to the community.

NATURE EXPLORATION

With the view of each child as being capable and competent, we provide opportunities to explore, make discoveries, and support risky play in the natural world. We foster a child's natural sense of curiosity and inspire a life-long love of learning through emergent forest and nature pedagogy, as well as land based Indigenous teachings; enhancing connection to self, others, and the world around them.

NURTURING CARE

Through authentic interactions that are emotionally supportive and responsive to the needs of each child in our care, we promote physical, emotional, social and cognitive development to enable individuals to reach their potential.

Program Statement

Emmanuel at Brighton Child Care Centre (EaB) is dedicated to growing bright futures for our community. Our Program Statement outlines our goals and approaches to ensure the create the best possible foundation for each individual child's learning, development, health, well-being, and creative expression.

At Emmanuel at Brighton Child Care Centre, our philosophy of learning celebrates each child and their individual learning style, personality, skills, and interests. While we believe that learning happens everywhere, special attention is paid to the creation of intentional environments that foster rich learning through play, exploration, inquiry, and relationships with others. Our learning environments are inspired by the four foundations of How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH): Well-being, Belonging, Expression and Engagement.

Children are active stewards of their own learning. We view them as competent, capable, curious, rich in potential by:

- using the guiding principles of [Forest and Nature School Canada](#) and [How Does Learning Happen? Ontario's Pedagogy for the Early Years](#), we provide emergent curriculum experiences that follow children's interests and build on their strengths and abilities.
- embracing the benefits of safe risk taking
- providing emergent curriculum experiences through rich environments following the children's interests with a focus on free play, ecological identity, exploration, inquiry, and relationship building.
- creating natural play spaces that reveal the authentic respectful approach to the learning process.
- connecting to sophisticated land-based wisdom of Canada's First Nation's, Metis and Inuit cultures.

At EaB, we promote health, safety, nutrition, well-being of children by:

- creating safe and healthy environment providing ample outdoor free play opportunities for all ages, naturally establishing optimal health, with a focus on nutrition and well-being.
- keeping accurate records (i.e. attendance, allergy sheets, etc.)
- adequately supervising the natural play spaces and indoor environments and completing visual checks of sleeping and resting children
- providing additional staffing as needed for each group and regularly in our Forest and Nature School Program (FNS) for each enhanced activity involving specific equipment and practices.
- seeking family input to ensure that each individual child's well-being and overall health needs are being valued.
- assessing and analyzing safe risk-taking opportunities according to practices outlined by Forest and Nature School Canada's requirements.

At EaB, we share in the belief that authentic, caring relationships are at the heart of a healthy and purposeful learning community. We support positive, responsive interactions and communication among, children, parents, and staff by:

- encouraging parents and families to participate in all aspects of our program as experts on their child and their child's learning, development, health and well-being; recognizing parents and families as competent, capable and curious about their child's learning.
- ensuring confidentiality and professionalism are the cornerstone of our approaches and practices.
- forming strong relationships with our families providing opportunities for each family to share information about their child(ren) in a professional and supportive manner.
- paying special attention to communicating the many exciting things happening day-to-day within our Centre, including pedagogical documentation, portfolios, class visits, learning stories and communication books.
- ensuring respectful and sincere communication are highly valued within our community, and opportunities to problem-solve, make suggestions and provide input happen in a variety of ways to best meet the needs of each child, their family and our staff.

The children form relationships and practice behaviours that are foundational to effective lifelong communication and assist in creating a sense of belonging. At EaB we encourage positive communication/interaction and self-regulation by:

- encouraging children to develop an understanding and competence in emotional expression, emotional intelligence, and self-regulation.
- reducing the sources of stress to create optimal support for learning experiences for all ages and abilities.
- focusing on positive, respectful, supportive interactions when communicating
- supporting expression and communication through observation, listening, and pedagogical documentation
- encouraging child directed, positive communication and recognizing how it creates pathways to self-regulation and problem solving.

The children inspire us, and each other, with their natural sense of curiosity, capacity for creative play and their unique and individual ways of constructing knowledge. At EaB, we foster exploration, play, inquiry by:

- supporting the children's experiments and discoveries by providing age-appropriate provocations and materials
- recognizing and promoting the value of uninterrupted free play through providing ample time and space; implementing flexibility into our schedules and daily rhythms of life.
- recognizing the environment as a third teacher
- researching and implementing Forest and Nature School Canada's ethos.
- collaborating throughout pedagogical documentation

Together, educators and students co-create a dynamic and engaging learning environment that both find inspiring and positive. At EaB, we provide child initiated and adult-supported experiences by:

- striving to create diverse, positive learning environments that meet each child's individual abilities.
- promoting child-initiated curriculum and opportunities to research the children's previous knowledge, reflect upon learning experiences, expand upon the children's thinking, and invite experts from our community to join our projects to broaden our learning.
- promoting the theory of loose materials in creating child directed materials to support emerging projects.
- supporting partnerships and relationships through child directed learning experiences.
- respecting the children's inquiry and thought processes, scaffolding the learning gracefully as initiated by the children.
- staying current on research informed practices

We balance active play, indoor and outdoor play, quiet time, rest periods and meal times. The daily schedule is designed in response to the diverse abilities and interests of our learners. We do this by:

- providing ample outdoor natural play spaces that give children the opportunity to explore, discover, participate in healthy risk taking, and make meaning from the natural world.
- ensuring every child feels that they belong and are a valuable contributor to their surroundings
- embracing unpredictability and flexibility within our programs
- creating Pedagogical Documentation that communicates learning processes to the children, families and our community.

Local community partners play an important role in our dynamic at EaB. We are involved with and support our local community partners by:

- continuing to enrich our community relationships we have built throughout five decades of our history.
- fostering and building upon community partnerships with local universities, colleges, high schools, the Perimeter Institute, and a variety of government-sponsored programs.
- supporting students through their professional work placement practicums and provide inclusive volunteering opportunities for members of our community.
- engaging in communities of practice based on our professional collaboration system with other centres in the Region of Waterloo and beyond.
- connecting with Forest and Nature School Canada and participate in and share research projects.

Program Statement Implementation Policy

Our centre has a Program Statement that is consistent with the Minister's policy statement on programming and pedagogy referred to in How Does Learning Happen? The Program Statement reflects the view of the child as being competent, capable, curious and rich in potential. Our Program Statement describes the goals that guide our program for children and the approaches that will be implemented in the program.

- The leadership team will ensure that the educators, volunteers or students are fully aware of, and fully understands the Program Statement and its implementation as well as the policies.
- Our program uses pedagogical documentation to illustrate how the approaches are being implemented into the program. This will provide evidence that the approaches in the Program Statement are being implemented (e.g. learning stories, child portfolios, Parent Portal)
- Our daily practices, program plans and classroom environments are aligned to the Program Statement. The leadership team will use observations, interactions and conversations to monitor and ensure that our educators, students and volunteers are engaging with the children in a positive and supportive manner, and to provide them with the relevant feedback when necessary to increase their awareness of their interactions with the children in their care.
- Contravention of the Program Statement and Policies will be documented in the appropriate staff file and may result in disciplinary action. This Policy must be reviewed with staff, volunteers and students, prior to commencing employment and on a minimum of an annual basis or when any changes take place. Records pertaining to the monitoring of our Program Statement and policies are retained for a minimum of three years.

Hours of Operation

Emmanuel at Brighton Child Care Centre is open from 7:30 AM– 5:30 PM.

Summer Camp at Bloomingdale is open 8:00 AM – 5:00 PM

Forest days at Woodside for the Cedar Room Forest program- 8:00 AM – 5:00 PM

School Closures

Emmanuel at Brighton Child Care Centre is closed on all **statutory** holidays and **between Christmas and New Years.**

Labour Day, Thanksgiving, Christmas Day to New Year's Day, Family Day, Good Friday, Easter Monday (staff PD Day), Victoria Day, Canada Day, Civic Holiday

Note: If December 24 falls on a Monday to Friday, the Centre is open 8am to 12pm.

Emergency Closing Policy

To ensure the safety of the children, parents and staff at our centre, *Emmanuel at Brighton Child Care* may occasionally be closed in the event of an emergency or severe weather.

Severe Weather Closures

School closures related to inclement weather will be announced through email by 6:45am. The Centre may also close in the event of any safety concerns for students or staff and reserves the right to close facilities at any time in extenuating circumstances. Any announcement by the Waterloo Region District School Board that all schools are closed due to inclement weather will also prompt a closing of the centre, however if schools are closed due only to cold temperature, our centre will remain open.

Emmanuel at Brighton has a policy on unexpected centre closures. Should a closure be necessary mid-day, the office will email parents to notify them of the early closure and request pick up. After an email has been sent, the office will call families until all children have been picked up.

**Your Child's Journey through
Emmanuel at Brighton
Child Care Centre**



Age Group	Toddler	Preschool	Forest School (optional program)	School-Age Summer Camp (optional program)
Age Range	18 month up to 30 months *If a toddler turns 30 months mid-year, they typically remain in the toddler room until the next school year	30 months up to 6 years	44 months up to 6 years	4 years up to 13 years
Room Names	Sprouts Seedlings	Birch Oak Treetops Maple	Cedar	Junior Camp (at Emmanuel) Senior Camp (at Bloomingdale) (July and August)
Number of Children in each room	15	16-24	15-25	25-45
Ratio	1:5	1:8	1:13	1:13/1:15

Registration and Fee Information

Canada Wide Early Learning and Child Care Agreement (CWELCC)

On March 29, 2022, a landmark child care agreement was announced for Ontario that will see lower fees for families and deliver an average of \$10 a day child care by September 2025.

EaB is participating in the CWELCC plan therefore if you have a child under 6 years enrolled at EaB, you will receive a child care fee reduction as of April 1, 2022.

Waitlist

Parents must apply to a central registry and waitlist by submitting an online application through **OneList Waterloo Region** (www.regionofwaterloo.onehsn.com). OneList allows families to search for early learning and child care programs near their home or work and to join multiple waiting lists. Only applications provided through OneList will be accepted. No fee is charged to parents to apply on OneList.

Putting your name on OneList does not guarantee a spot at Emmanuel. Every licenced child care centre has their own internal waitlist based on priority rankings. Emmanuel at Brighton Child Care Centre will attempt to communicate with applicants to confirm the application has been received and to provide updates, when requested, on the status of the application.

As child care spaces become available at the centre, EaB will follow up with parents in writing to offer child care spaces in priority order. Specifically, child care spaces will be offered based on the follow priority ranking, where the age of the child matches the program space available:

1. Staff members of Emmanuel at Brighton Childcare Centre and families with children currently enrolled at Emmanuel
2. Emmanuel at Brighton alumni families (Tier 1) and Region of Waterloo Access Pilot
3. Families associated with the Perimeter Institute and families associated with Wilfrid Laurier University
4. All other families

Children may attend child care 2 or 3 days per week (part time spot) or 5 days a week (full time spot). We are never allowed to enroll more children per day than our ratios dictate for each class. Once a space has been offered and either accepted or rejected, EaB will remove the application from OneList.

EaB will continue to manage the waitlist by ensuring that no application is greater than 12 months old, unless specific communication with the applicant has occurred, confirming the application is to be maintained.

Orientation to EaB

If you are interested in a tour to see our facilities, please contact our Admissions Coordinator at admissions@eabchildcare.com or 519 886 3610. Due to demand, tours are offered only to families who are close to the top of the waitlist.

Registration Forms

Once your child has been offered a place, a non-refundable registration base fee is required. This registration fee is a one-time only charge and provides your child with a secure spot at Emmanuel at Brighton Child Care Centre, and off-sets the costs associated with family account activation. All registration information must be completed, and applicable fees received before your child can start at the Centre. Please keep us apprised of any changes in personal information, such as address and contact information.

.Requirements Registration

- Upon registration a security deposit is required and will be deducted from your last month's fee. This is not refundable if your child is withdrawn before the start date. The amount of the security deposit can be found on our website.
- Your child's space is only guaranteed when this application, medical form and general consent form have been received with the onetime registration fee (non-refundable) and the security deposit.
- Prior to admission, an up-to-date immunization record for your child is required and must accompany this application.

Fees

For a list of current fees, please visit <http://www.emmanuelchildcare.ca/fees>

Please email admissions@eabchildcare.com if you have any questions about your fees.

- Fees (also referred to as Base Fees) are automatically due at the beginning of each month. Emmanuel at Brighton Child Care Centre operates on a non-profit basis and the fees are the main source of revenue.
- Monthly invoices are issued prior to the first of each month. Fees are due on the first of each month. Payments can be made by credit card (credit card fees are paid for by parent) or pre-authorized payment.
- Administrative fees (also known as a non-base fee) apply for NSF cheques and credit card charges.
- The payment of monthly base fees is due regardless of the number of days in the month, absenteeism due to illness, vacations, inclement weather, school closings or statutory holidays.
- Parents may apply to the Region of Waterloo Subsidy program to seek assistance with all or part of the fees. Information about eligibility for subsidy can be found on their website or by calling (519) 575-4400
- Substitution of days cannot be accommodated for part time children. This leads to an over-enrollment in our classrooms.
- Tax receipts are provided in early March.

Kindergarten Forest and Nature School Registration

EaB has been providing a JK/SK Forest and Nature School Program since 2015. The first Forest School opened in Canada in 2008 and today many more are opening across the country. Forest School is overseen by certified Forest School Practitioners. In the Forest School Program, the children spend the majority of the day outdoors in natural environments. The program takes part in our natural play spaces and community parks. We are fortunate to have a partnership with Parks Canada and visit Woodside National Historical Site 2-4 on a regular basis. The Forest School Program is only offered full time. For more information about JK and SK Forest School registration, please visit <http://www.emmanuelchildcare.ca/forest-school>

Summer Camp

Emmanuel at Brighton Child Care Centre offers a summer camp which is a wonderful way to involve older siblings in this special community. Please visit <http://www.emmanuelchildcare.ca/summer-camp> for more information.

Membership

Membership is open to any individual, 18 years of age and older, who has a child in his or her care and custody who is enrolled which recurring monthly fees are paid to EaB or is a Director of the Corporation, and who is interested in furthering EaB's Mission and Vision.

EaB is incorporated under the Ontario Not-for-Profit Corporations Act and is also a registered charity. As a result, EaB is governed by a volunteer Board of Directors. The Board is accountable to the members of EaB.

Members will receive notice of and be eligible to vote at the Annual General Meeting held each year. In addition, members have the right and responsibility to elect the Board of Directors who oversee EaB's operations and set the strategic direction.

Withdrawal/Termination of Child Care Space

If it becomes necessary to withdraw your child, a minimum notice of 60 days is required, or 2 month's fees in lieu of that notice will be charged.

Please note - For families with children enrolled in the JK/SK Forest School program, due to the popularity of this program, if you register and then choose to withdraw between February 1 and June 30 the following school year, you will forfeit the security deposit that we have from your initial registration even with 2 months notice. Once registration is complete and the year has started, it is difficult to fill Forest School spaces mid-year.

Modification of days of care for part time children

To give notice to modify your current schedule for days of care, a written request is required 60 days in advance. Changes to days of part time enrollment are difficult to accommodate after child placements have been complete due to the ripple effect it causes to the overall enrollment of the

centre. For example, if you register for a 3 day per week spot and want to drop a day, we would likely be unable to fill the space once our enrollment is complete as we do not enrol children for one day per week. If your request to drop a day or change days does not allow EaB to fill the vacant space, your request may not be approved. Since our enrollment is always full, there is not a lot of opportunity for changes once children have been placed in a class. We always try our best to accommodate your request.

Your request to modify your part time space must align with enrollment. Please email admissions@eabchildcare.com. If we can fill your spot with another child on the waitlist sooner than 60 days, we may be able to waive the 60 day period.

Maintaining Child Care Spaces During the Summer Months

EaB does not offer a vacation credit as our program runs 12 months a year. If you decide to drop to part time spot or withdraw during the summer, we require 2 months notice. We cannot guarantee you a full-time spot again in September as we fill any available spaces immediately from our extensive waitlist.

Termination of Child Care Spaces Behaviour Related

Consideration of a child's age, family dynamics (e.g., divorce, new sibling, death in family) that could impact the child emotionally or psychologically, current stage of development and availability of external support will be taken into consideration in response to inappropriate behaviour. EaB employees will work with parents/guardians when a child is engaging in inappropriate behaviour such as hitting and intentional physical abuse, disrespectful or abusive language or gestures, throwing objects with the intent to harm property or others, continuous disruptive behaviour, damaging or stealing property, conduct detrimental to the moral tone of the centre (e.g., spitting, bullying, threats, intimidation, harassment), or bringing inappropriate/injurious things into the centre.

In some situations, parental involvement, suspension and/or termination will be immediate. When children misbehave or engages in inappropriate behaviours, progressive disciplinary action may include, but is not limited to, the following: Verbal reminders, written notice of inappropriate behaviour, meeting with parents, referral to external support agency, loss of privileges, or withdrawal from the program.

We believe in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (for example: police contact).

A decision to terminate a child's space will not be made unless all alternate avenues

have been investigated. This will be made in consultation with parents and a decision will be made on a case-by-case basis.

Non-Compliance with General Policies and Payment Provisions

Failure to comply with any of Emmanuel at Brighton's policies, including any payment provisions, may in EaB's sole discretion result in termination of space, in addition to any other available legal remedies. A decision to terminate a child's space will be made in consultation with parents and a decision will be made on a case-by-case basis.

Providing services to families or persons with disabilities

Emmanuel at Brighton Child Care Centre always strives to provide our service in a way that respects the dignity and independence of people with diverse abilities. We are committed to giving people with exceptionalities the same opportunity to access our services.

We will work with families on an individual basis and form a plan together that will meet their individual needs. EaB will accommodate a child or parent to the best of our ability.

Your Child's Day

Safe Arrival and Dismissal Policy

Please notify the main office if your child will not be attending for reasons related to illness, family holiday etc., by calling 519 886 3610 or email admissions@eabchildcare.com by **10:00am**. If you have not let the office or classroom educators know your child is not attending on their regularly scheduled day the office will call to verify their absence.

Procedures for Safe Arrival and Dismissal

Drop off

1. Children must be accompanied to the Centre or playground by a parent or guardian. A parent must make sure that a member of staff acknowledges their arrival.
2. Please ensure your child finishes their breakfast and snack before dropping them off to ensure outside food does not come into the Centre with them. This helps us manage a safe environment due to allergies.
3. At drop-off time:
 - Educators greet the parent/guardian and child.
 - Educators ask the parent/guardian how the child's evening/morning has been and observe the child in order to detect any symptoms of ill health. Children who exhibit fever, rashes, heavy colds, and diarrhea or appear too unable to participate in the program will not be admitted to the program.
 - If parents indicate there will be a change in the child's pick-up procedure (i.e., someone other than the parent/guardian picking up), the educators must confirm that the person is listed on Emergency Walk Sheets or in Kindertales. If the individual is not listed, verbal or written authorization is required that someone else is picking up the child. Staff will document the change in pick-up procedure in the Daily Log Book. Parents should email the Admissions Coordinator if they want the individual added as a permanent authorized pick up person.
 - Educators sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Admissions Coordinator or other office staff and they will contact the child's parent/guardian no later than 10:00am through email or phone call. If no response is received by 11:00am, the office staff will reach out to the child's emergency contacts and/or the parent's workplace.
2. Once the child's absence has been confirmed, educators record the information about the child's absence in the Daily Log Book.

Releasing a child from care

1. At pick up time, a parent/guardian must make sure an educator knows they have arrived to pick up their child and the educator must record the departure time of each child.
2. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or authorization communicated in the Daily Written Log.
3. If someone comes to pick up a child, and EaB staff has not been notified, staff will not release the child to that person unless contact is made with the parents or guardian.
4. Under no circumstances will children be released from care to walk home alone

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

1. The Centre closes at 5:30 PM sharp. Out of respect for our staff and their personal time and responsibilities, parents/guardians are expected to arrive before 5:30 PM.
2. In the event of an unavoidable delay in pick-up, please contact the Centre to provide us with an update as soon as possible.
3. Where a parent/guardian has not picked up the child by 5:30pm, and they have not let the centre know they would be late:
 - the staff or office designate will call the parent and advise that the child is still in care and has not been picked up. Where the staff is unable to reach the parent/guardian, staff must call again and leave a message.
 - Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by 6:00pm and there has been no communication from the parents or other contacts, the staff shall proceed with contacting Family and Children's Services at 519-576-0540.
4. Families who pick up their child after 5:30 PM can expect the following:
 - First Late- a reminder from the educators or office staff about our service hours
 - Second Late- a formal warning letter or email from an office staff
 - Third Late- may result in termination of care from the child care centre or camp

Secured Access

The exterior doors and access to our Centre are locked at all times. Parents are provided with a FOB to access the Centre between 7:30 AM – 5:30 PM only. Visitors without FOB access can buzz the office for staff assistance. Please help us maintain a high standard of safety by not holding or propping doors.

Parent Impairment Policy

EaB is committed to creating a safe environment for children, families, staff, and volunteers. If staff suspects that a parent or individual picking up a child is inebriated, impaired, or unfit to care for the child, the child will not be released into that person's care. The child will remain under the supervision of the Centre's staff and the Centre will attempt to contact another authorized person to pick up the child. If no suitable alternate can be found Family and Children's Services and Regional Police will be contacted to address the issue.

If a parent or guardian shows up inebriated at centre sponsored events, they will be asked to leave and provided transportation if required. Their child will not be released into their care.

Items to Bring to school for your child (all must be labeled)

- indoor and outdoor shoes
- at least two sets of extra clothes (more if toilet training)
- diapers and wipes if needed
- refillable water bottle labeled with your child's name - this must go home each night to be washed and refilled. We will refill throughout the day
- sleep toy if needed for rest time. We ask that other toys not be brought from home
- Warmer weather: Sun hat, labelled sunscreen (Please ensure all sun products are mango free due to allergies- avoid Hawaiian Tropic), rainboots if raining, outdoor shoes that are close toed and suitable for active play.
- Colder weather: Snowsuit, 2 pairs of waterproof mittens, neck warmer, winter hat, warm waterproof winter boots.

Outdoor Play

The Child Care and Early Years Act requires that children attending care in a licensed centre must participate in at least two hours of outdoor play, weather permitting.

EaB is a certified Forest and Nature School and we value the learning experiences, developmental opportunities and health benefits that participating in outdoor play year round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time. On warm days, classrooms will spend the entire day outside and only come in for washroom breaks and sleep time. Educators monitor the weather conditions to determine the length of time children will remain outside, however your child will be outside all weather conditions including rain and heavy snowfall. Only thunder and lightning would require classrooms to remain indoors.

Clothing

Please dress your child each day for the weather as we will be spending a great deal of time outdoors even in the rain and heavy snowfall. Please ensure that adequate and suitable clothing and footwear is provided year round for your child. Children are encouraged to wear comfortable clothes for playing and learning. Your child will get very dirty or wet some days. All clothing and footwear **MUST** be labelled. Rain boots are necessary for rainy days and winter boot are a must on snowy days! One-piece outfits are discouraged for our toilet-training toddlers.

Classroom educators will be in contact with you if they require additional items. Each child will have a rainsuit to use for the year. Rainsuits must stay at the centre as they are used often and washed in special soap.

We have a year-round fundraiser with Mabel's Labels where a portion of the proceeds go toward EaB. These personalized labels are durable and dishwasher safe.

https://mabelslabels.ca/en_CA/fundraising/support/

Food and Meals

Our cook ensures a healthy, nutritious lunch and snacks (morning and afternoon) every day. Our 5-week rotating menus are posted outside each classroom and on our website.

If your child has food or milk allergies and you will be bringing a substitute from home, please fill out the form found on our website: [Alternate feeding and dietary restrictions](#)

No almond milk is permitted as we are a nut free environment. This form only needs to be filled out if you are bringing a substitute from home. For example, if you have indicated a dietary restriction to milk and you want your child to drink water, you would not need to fill out a form. Any food must be ready to be heated in a container labeled with your child's name and room. Milk substitutes must be labeled with your child's name and classroom.

Emmanuel at Brighton Child Care Centre supports families who want to provide expressed breast milk (EBM) for their child while attending EaB. Parents may send thawed EBM for their child in place of milk at lunch to drink while sitting at a lunch table.

EBM must be in a clearly labelled sippy cup with the child's first and last name, the date and the acronym "EBM" as an identifier. The sippy cup must have a sealed lid and would be served cold. Parents will place the sippy cup in the fridge in the gym when they drop off their child and let the educators know it is there. At lunch time, an educator will retrieve the sippy cup and serve it to the child. They will ensure the cup is properly labelled with the child's name and date before serving it. At the end of lunch, an educator will discard any milk not finished by the child and place the empty cup in the child's cubby. Parents must bring in a fresh sippy cup of EBM each day and are responsible for cleaning the sippy cup after each use.

Rest/Sleep Time

Emmanuel at Brighton Child Care Centre will provide rest/sleep time for each child in accordance with the CCEYA, Reg. 135/15. The length of sleep time will vary depending on the age of the group of children.

SLEEP SUPERVISION POLICY

All children at the Centre will follow a set sleep schedule, with a maximum sleep time of 2 hours, falling between the hours of 12:00pm and 2:30pm.

Sleep procedure - General

1. Each child attending the Centre shall have their own cot.
2. Each cot will be labelled with the child's name.
3. All cots are placed strategically around the room keeping each child's needs in mind.
4. The centre will provide sheets and launder them bi-weekly.
5. Blankets are provided by the centre; however children are welcome to bring a favourite blanket from home.
6. Each child is welcome to bring a favourite stuffed toy from home.
7. If a child uses a pacifier, it must be provided in a labelled container to be kept at the centre.
8. If a child is awake after one (1) hour of rest, quiet activities will be provided for them on their cot.

Visual checks

When all children are asleep, staff will position themselves in order to ensure all children are visible.

Staff will perform a direct visual check of each sleeping child halfway through sleep time.

Visual checks of toddlers will be recorded in a sleep log.

Changes in sleep routine

If a change or sleeping routine is desired, families must put such requests in writing.

The Centre will strive to accommodate all requests to the best of its abilities, within the limitations of its setting.

Where the change in sleep routine is implemented, it will be noted in the log book to ensure all staff are aware of the individual arrangements. The original written request will also be placed in the child's file.

Field Trips and Off-Site Activities

As part of a rich learning experience, field trips and off-site activities will be planned on occasion. Parents sign off on the registration form for their child to participate in walks in the community that enhance our emergent curriculum. Children may visit local grocery stores, restaurants, the library, the creek, Brighton Park, Moses Springer Park and Waterloo Park.

Birthdays

We request that birthday party invitations not be distributed at school. If you want to bring a special treat to share, please talk to your child's educators and review our Anaphylaxis Policy.

Art File

Art files are kept at the entrance of your child's room. Please empty the Art files weekly so you and your child can enjoy their masterpieces together!

Parent & Family Involvement

There are a number of opportunities available to parents & families to become involved and to stay connected to our special community at *Emmanuel at Brighton Child Care Centre*.

Board of Directors

The Board of Directors is comprised of parents and community members who meet monthly, and who provide oversight related to the operations at *Emmanuel at Brighton Child Care Centre*. Elections are held annually, and Board members are voted in for a 3-year consecutive term. No prior experience is required.

Evaluations

A yearly program evaluation is distributed to parents to offer suggestions and feedback. To provide feedback or for questions related to operations and services provided at the Centre, parents are encouraged to contact our Director of Operation, Kelly Birch-Baker, anytime.

Code of Conduct for families

Emmanuel at Brighton Child Care Centre is committed to the health and safety of all our staff. We will make every effort to provide a safe, healthy work environment. We ask that all our families help us meet this commitment by ensuring that the Centre remains a respectful working environment, free from intimidation at all times.

If any staff feel that their environment is unsafe, they are encouraged to discuss the situation with an office staff who may engage families in working towards an appropriate resolution.

Any strong concerns about your child's experience at the Centre can be brought to the attention of the office staff for appropriate resolution.

Special Events & Classroom Visits

Throughout the year, special events will be held to bring the Centre's community together, including picnics and holiday celebrations. Parents are also invited to join their child's class to enhance project explorations or facilitate projects. Please speak to your child's classroom Educator for more information.

Communication

We love sharing updates on your child's day and the ongoing activities in the classrooms. Educators may be able to connect with you briefly at drop-off and pick-up, but for lengthier conversations, please call the Office to arrange a parent conference. Each child has a Portfolio in their classroom, with reflections on learning and significant projects. Parent/Educator conferences are offered in the late fall, and upon request. Parents are encouraged to also sign up for the Parent App.

Parent Portal App

We use a parent app as a tool to communicate with parents. It is for sharing messages and documentation about your child's learning. The educators will only be checking the App for messages once or twice a day, so please make sure you call the Centre at 519-886-3610 with any important or timely messages. If you send a message and do not hear back from your child's educator, you should call the Centre.

Daily Logs will be completed for the Sprouts and Seedling Rooms only based on licensing requirements. The priority for the educators is to be actively engaged with the children. Parents/guardians should not expect to receive individualized posts through the app on a regular basis. We understand that parents would appreciate getting updates throughout the day about their children, however, this would require them to spend significant time on iPads rather than being

Important note: By creating an account, you are giving permission for the educators to send you messages and photos through the App. If you do not want to use the app or if you do not want your child to appear in classroom group photos on the app, please send an email to admissions@eabchildcare.com

Media Release/Photos

Parents indicate their level of consent for the use of their child's photo for internal promotion within the centre, for parent updates/communication, and external promotion purposes on the enrollment form. No full names of children will be shared publicly.

Parent/Guardian Issues and Concerns Policy & Procedure

At Emmanuel at Brighton Child Care Centre, effective and transparent communication with our parents, guardians and families is of paramount importance. EaB is committed to ensuring that parental issues and concerns are brought to the attention of management, addressed in a timely manner and that every effort is made to reach a mutually acceptable resolution to issues and concerns should they arise. In working towards achieving a resolution, the over-all well-being of the child is of the utmost importance.

Policy

Any issues or concerns raised by parents/guardians related to their child's classroom experience, or other child care-related concerns will be promptly addressed by management. The centre will ensure that parental issues, and concerns, are treated seriously, and resolved in a confidential and timely manner ensuring that the well-being of the child is the prime focus.

Parent Issue and Concerns Procedure

Emmanuel at Brighton Child Care Centre is committed to addressing and resolving issues and concerns raised by parents/guardians regarding their child's classroom experience, or other child care-related concerns.

Parents are encouraged to bring issues and concerns to the attention of the Director of Operations or Executive Director. The issue will be dealt with in a confidential, respectful and timely manner.

Communicating an Issue or Concern

- If a parent/guardian has an issue or concern, they can speak directly to the Executive Director or the Director of Operation by phone or email.
- If a staff member, student, or volunteer is made aware of, or suspects, a parental issue or concern, they can encourage the parent/guardian to bring their concern forward.
- Should the issue or concern relate to the Executive Director, the Director of Operations will address the issue or concern and inform the Board of Directors.

Responding to an Issue and Concern

- Documentation should include:
 - Date and time the issue/concern was received
 - Name of person who received issue/concern
 - Name of person reporting issue/concern
 - Details of the issue/concern
 - Steps taken to resolve issue/concern and /or information given to the parent/guardian regarding next steps or referrals
 - Document reasons for any delays in writing
- All issues and concerns will be investigated in a fair, confidential and timely manner by Management
- Where required, those directly involved (including witnesses) will be spoken with
- Where appropriate, records or other documents relevant to the issue and concern will be reviewed by Management
- The parent/guardian will be kept up-to-date with the progress of achieving a solution
- The parent/guardian will be informed of the solution achieved

Resolution of an Issue and Concern

Every effort will be made to resolve parental/guardian issues and concerns in a mutually satisfactory manner. Where necessary, corrective action will be put in place and staff, students and volunteers made aware of any requirements or changes.

Confidentiality

Parents/guardians should feel secure in knowing that their issues and concerns will be handled discreetly and sensitively. Information provided about an issue or concern will not be disclosed except as necessary to investigate the issue or concern, to take corrective action or as otherwise required to resolve the issue or concern.

Health, Safety, and Emergency Procedures

Emergency Management

Emmanuel at Brighton has a policy on unexpected centre closures. Should a closure be necessary mid-day, the office will email parents to notify them of the early closure and request pick up. After an email has been sent, the office will call families until all children have been picked up. Emmanuel at Brighton' educators are trained in emergency preparedness and response in relation to fire, tornado and lock down procedures. Throughout the year, children and educators will participate in fire, lock-down and tornado drills and discuss our procedures. We have a designed gathering area to use during an emergency evacuation. A roll call is conducted by the educators to confirm that all children and staff are accounted for.

Should an emergency situation arise that requires the children and staff to vacate the building for a longer period of time, it may be necessary for the group to move to the designated emergency shelter. Once children have been reassured and settled, the office will email parents to notify them and request pick up at the emergency location. After an email has been sent, the office will call families until all children have been picked up.

Daily Screening

Parents/Guardians are required to monitor their child for signs and symptoms of illness before dropping them off each day. Educators are required to conduct a daily health assessment when the children arrive and indicate the outcome of their assessment on the daily attendance sheet. Educators may ask health related questions at their discretion at drop off.

It is important that children who exhibit the following symptoms not attend our program:

- Rashes
- Fevers
- Eye infections
- Children who do not feel well enough to participate
- Diarrhea, nausea, vomiting

In accordance with Public Health guidelines, a child must be symptom free (without medication) for 24 hours before returning to child care. When several children are sick, particularly with vomiting or diarrhea, public health may declare the centre in outbreak. When that happens, children who are exhibiting symptoms will need to be picked up and kept home until they are 48-hours symptom-free.

Please note: During a pandemic or centre outbreak the centre is required to follow the advice of Public Health

If your child should become ill while at school, an office staff will call to come and pick them up. If we are unable to get a hold of you, your emergency contact will be called.

If your child has a minor accident that may require medical treatment, we will call you to let you know. If the injury is deemed serious, an ambulance will be called and we will meet you at the appropriate hospital.

The above procedures are designed to keep parents informed and reduce concerns should unusual incidents occur.

Volunteers & Students

Emmanuel at Brighton Child Care Centre may have volunteers and/or Early Childhood Education students working with our staff throughout the year. At all times, volunteers and students are supervised under the direction of the administrative staff. The administrative staff is responsible for ensuring that all appropriate orientation, training and supervision elements are adhered to. All students and volunteers have a current criminal record check prior to starting placement. They are under direct supervision of Educators at all times and are never left unsupervised with a child

Responding and Reporting Child Illness and Injury Policy

Upon arrival, staff members will greet and observe each child to look for any signs of illness. A checkmark will be recorded next to the child's sign in time on the attendance sheet if there are no signs of illness.

If a child appears to have a symptom of illness, it will be recorded in the classroom log book and communicated to all staff members present in the classroom that day. A star will replace a checkmark on the attendance sheet.

Any injury or illness of a child will be recorded in the daily logbook and/or recorded on an accident report form.

Illness

If a child becomes ill while in program, the Supervisor will be immediately notified and will communicate with Educators in the room to determine if a parent or guardian should be contacted.

When a child has a symptom of illness that requires immediate attention or will cause outbreak through contagion, the child may be separated from the other children. If this is the case, a parent must be contacted to take the child home as soon as possible.

It is important to be mindful of any items that may spread illness (blanket, stuffy, water bottle) and ensure that other children do not come in contact with these items. All items must be sanitized as soon as possible.

If a parent is unavailable an emergency contact on the child's application will be contacted.

In the event of parents and emergency contacts both being unavailable, a staff member will accompany the child to Grand River Hospital. The Supervisor will continue to attempt reaching a parent or emergency contact until they are successful.

Injury

If a child is injured in a classroom or an outdoor play space, an accident report will be completed, event will be recorded in the daily log book by a staff member on duty and signed by the Supervisor. This form will provide information on the injury and any intervention required.

Parents/caregivers will be notified of any injury either through a phone call or conversation at pick up. Regardless, the report will be discussed with a parent/caregiver then signed after a clear understanding of the incident is communicated. A copy of the report will be provided to a parent through the parent portal app.

If the injury is considered a serious occurrence, the procedure for serious occurrence will be followed.

Head Lice

Head lice are common among young children and spread easily. Head lice do not spread disease. They are a nuisance and unpleasant, but they are not dangerous. It is recommended that parents check their child's hair for lice once a week. To prevent a massive outbreak, if lice or nits are discovered on a child's head, the parent or guardian of the child will be asked to come and pick up the child. Classroom toys and materials made with cloth will be laundered and stored in bags until there are no further cases of lice in the room. Parents in that class will be notified and be asked to diligently check their children for lice for the next two weeks.

Children with head lice can return to school if they have been treated and are lice and nit free. If live bugs are found when the child returns, the child will be sent home. If nits are discovered after treatment has already been done, the parent will be notified at the end of the day and be asked to remove any remaining nits.

WHAT TO LOOK FOR

- Head lice are tiny, wingless insects that live on the scalp. These two to three millimetre insects are gray-brown in colour, move very quickly and are hard to see. Head lice lay eggs that are commonly found behind the ears or at the back of the neck.
- Eggs are white or gray in colour and the size of a pinhead. The eggs are different from dandruff because they cannot be flicked off or removed easily from the hair shaft.
- Since head lice move so quickly it is easier to find the eggs than the adult lice. A person's scalp (head) may or may not itch if they have head lice.

HOW HEAD LICE SPREAD

Head lice spread easily from person to person, through head-to-head contact. Lice rarely survive off of a human head for longer than 48 hours. They move very rapidly by direct contact between people. Head lice cannot jump or fly.

HEAD LICE CONTROL

Special medicated shampoos/rinses are effective at killing head lice and eggs. You can buy these shampoos without a prescription at the drug store. It is necessary to follow the directions enclosed in the treatment package to ensure success. It is very important to remove all the nits since the products may not kill all of them. However children can return to school after the first treatment.

IF YOU SUSPECT YOUR CHILD MAY HAVE HEAD LICE:

1. If you find head lice on your child, please inform EaB immediately, so that action may be taken to minimize the spread. If your child has head lice, treat your child immediately with a head lice product.
2. DO NOT use any head lice product on anyone unless you are sure that he or she actually has head lice and/or eggs in their hair. Head lice treatment products do not prevent head lice and may cause negative side effects if not used properly or used repeatedly.

3. Your child may return to EaB after proper treatment and they are lice and nit free.
4. After treating your child, check their head daily for the next two weeks for reinfestation. Then check your child's head weekly during the school year. If you require further information, please contact EaB or visit the region of Waterloo Public Health website at:
<http://chd.region.waterloo.on.ca/en/childfamilyhealth/headlice.asp>

Medication

There are very strict Ministry of Education guidelines related to administering medication in a child care centre environment.

Medication Policy

Emmanuel at Brighton Child Care Centre is committed to protecting the health and safety of our children by requiring that where a child needs medication or drugs, all drugs and medications are stored properly, kept out of the reach of children and administered according to the documented procedure set out in this policy.

All medications brought into **Emmanuel at Brighton Child Care Centre** will be administered by an office staff whenever possible. In case of their absence, an appointed staff will be responsible for the administration of medication. In that case, staff will be notified who the alternative medication administrator will be. When medication is administered, one other staff member will supervise the process in order to reduce the risk of medication error.

The parent(s) of a child needing medication is required to fill out the **Administration of Prescribed and Non-prescribed Medication Form** in order to authorise the child to receive only those drugs or medication necessary. Authorization must include written instructions indicating which medications are to be administered, the dosage, and the times they are each to be administered. [Medication Form](#)

An office staff will dispense medication under the following conditions:

- Prescription medication must be in its original container with prescription on it, with child's name, dose, expiry date.
- Non-prescription medication must be labelled with your child's name, be in the original container, have an expiry date and a medication label must be completed.
- Medication consent forms must be completed each time your child needs medication
- All medication must be stored in the appropriate storage location (locked cabinet in the office, locked medicine box in the refrigerator, classroom backpack for emergency medication that needs to be accessed by educators).

Staff will note all medications administered on the **Administration of Prescribed and Non-prescribed Medication Form** by recording the dose given, the time it was administered and a signature. Medication forms filled out with administration instructions are kept on a binder labeled medication and is located in the office. When medication is no longer being administered, the instruction sheet is placed in the child's file.

In the event of an adverse reaction, an office staff will contact the parents immediately and if necessary, seek the help of emergency medical services or 911.

Anaphylaxis Policy

Anaphylaxis is a serious allergic reaction that can be life threatening. The allergy may be related to food, insect stings, medicine, latex and/or exercise. This policy is intended to help support the needs of a child with a severe allergy, provide information on anaphylaxis and create awareness with parents, staff, students, volunteers and visitors at Emmanuel at Brighton Child Care Centre.

While the Centre cannot guarantee that the environment is completely safe, it will do its utmost to reduce the risk of exposure to food or agents that produce allergic reactions.

Reducing the risk of exposure- Emmanuel at Brighton Child Care Centre aims to be a NUT free environment. If any child has an allergy other than nuts that may cause an anaphylactic reaction, it will be at the discretion of Director of Operations to remove that item from the menu. Celery and mango are also banned from EaB due to severe allergies.

The cooks maintain a list of foods that may cause an allergic reaction. Once a child is enrolled at the Centre, all food that may cause an anaphylactic reaction will be added to the cook's list.

If families wish to bring in food to share with the class, it must be nut free and cannot be brought to the centre if it says may contain nuts. A list of ingredients must be brought in with any food. If there are no children or staff in the child care centre with an anaphylactic nut allergy, Tim Bits will be allowed on special occasions even though a list of ingredients is not on the box. If a child is enrolled with a nut allergy, Tim Bits will not be allowed in the centre.

Any food brought into the centre to share with the children, must be prepared in a kitchen that is inspected by Public Health and cannot be made in a home kitchen. If parents are unsure about what you can bring in to the centre, please check with the office.

No food items will be used for craft or sensory activities (except for playdough).

The cooks are responsible for ordering the food supply and preparing foods that are safe for the children with allergies. The cook will maintain a current Safe Food Handlers Certificate as a means to help ensure safe food handling protocol is observed.

A list of all foods that cause an anaphylactic allergic reaction will be compiled and posted in view for all parents, staff, students, volunteers and visitors. The poster will clearly indicate which food items are prohibited from our premises.

The JK/SK forest program families will be providing a bag lunch from home on forest days. The lunch from home must be nut free and not contain any food items that may contain nuts. If food is brought to the centre or on trip that contains nuts, it will be discarded to ensure the safety of all our children.

Training/awareness- All staff, students and volunteers are required to review important information about each child prior to the child entering their classroom, whether the child is new to the centre, returning or transferring from a different classroom.

New staff, students and volunteers will be informed at orientation of our anaphylactic policy. Moreover, it will be explained that we aim to be a nut free building. The anaphylactic policy will be reviewed by all staff, students and volunteers on an annual basis.

All new staff and supply staff shall receive a full orientation before serving snack and lunches. Students will only assist staff at lunch and snack and not be responsible for serving or handling food on their own.

Individual Anaphylaxis Emergency Plans

Parents are required to complete the Anaphylaxis Emergency Plan when enrolling their child with an anaphylactic allergy. Parents will be required to provide the following information about the child's allergy and anaphylaxis risk:

- A description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of the allergy
- Action to be taken by child care staff in the event the child has an anaphylactic reaction, including whether or not an epi pen is required
- Consent to allow the Centre to administer the allergy medication in the event their child has an anaphylactic reaction
- Emergency contact information

When a child with an anaphylactic allergy is enrolled at Emmanuel at Brighton Child Care Centre, the Director of Operations will be trained by the parent or Physician on the procedures to be followed in the event of the child having an anaphylactic reaction. This training will include how to recognize the signs and symptoms of anaphylaxis and how to administer medication. The Director of Operations will review the training with new employees, students and volunteers on their first day of employment or placement. The training will be reviewed annually thereafter.

Prohibited Practices

At *Emmanuel at Brighton Child Care Centre*, we pride ourselves on creating a loving, supportive and nurturing environment in accordance with the Child Care and Early Years Act (CCEYA) 2014, Regulation 137/15.

Behaviour management and procedures and philosophies will be reviewed with each employee on a yearly basis. These philosophies are intended to ensure that there is consistency with respect to the rights of children and that staff share a common philosophy of behaviour management.

Under the Child Care and Early Years Act, the following are considered prohibited practices:

- a. Corporal punishment of a child;
- b. Physical restraint of a child, such as confining a child to a high chair, stroller or other device for the purpose of discipline or in lieu of supervision, unless used to prevent the child from harming himself or someone else. • Used only as a last resort and until the risk of harm is no longer imminent.
- c. Locking the exits of the centre for the purpose of confining a 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;
- d. Use of harsh or degrading measures or threats or derogatory language directed at a child 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 a 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.

Emmanuel at Brighton regularly monitors its programs and observes RECEs. Any use of these practices is investigated and may result in progressive discipline, up to and including termination. If you observe such practices, please immediately report them to the centre supervisor.

Duty to Report / Serious Occurrences

Every person in Ontario is required under the Child and Family Services Act (CFSA) to report a belief that a child may be in need of protection to Family & Child Services (F&CS) or equivalent agency. Staff at Emmanuel at Brighton Child Care Centre have a legal responsibility to report any suspicions of abuse or neglect to F&CS directly and will not contact the family involved to discuss concerns or to notify of a report being made.

The Centre is accountable to the public and the Ministry to demonstrate that our services and program are compliant with relevant legislation, policies and regulations. Serious occurrence reporting allows our centre to monitor the quality of service delivery. If a serious occurrence report (e.g. life-threatening injury resulting in medical treatment, a disaster on site requiring emergency services etc.) is sent to the Ministry, a form will be posted on the bulletin board outside the office for 10 business days.

Principles of Accessibility

Emmanuel at Brighton Childcare Centre is committed to ensuring equal access and participation in our Centre and to our services for people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

By identifying, removing and preventing barriers to accessibility in a timely manner, the Centre, in partnership with all its families, will strive to create and foster an inclusive environment that is considerate and accommodating for all individuals and that treats people with disabilities in a way that allows them to maintain their dignity and independence.

To that end, the Centre will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity: Services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence: Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive services.

Integration: Persons with disabilities can access all services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity: Service is provided to persons with disabilities in a way that their opportunity to access services is equal to that given to others.

Access to the Centre's full policy on Accessibility is available upon request.

General Liability Waiver

At Emmanuel at Brighton Child Care Centre the safety and well-being of your child is our primary concern. Our centre is licensed by the Ministry of Education and regularly inspected by the Ministry, Public Health, and the Region of Waterloo Quality Initiative.

By enrolling, you agree to release and discharge Emmanuel at Brighton and its' employees and agents from all liability claims, damages, expenses, costs, and causes of action in respect of death or injury to the child that occurred by reason of or during the child's participation in the childcare, except in situations of demonstrable negligence.

Privacy Statement

This privacy statement applies to personal information about the employees, children in our care, their parents/legal guardians, their siblings, and other individuals who are involved in their care.

Emmanuel at Brighton Child Care Centre (hereafter referred to as EaB) is committed to protecting the privacy of its employees, members/customers, the children in our care and confidential business information.

For the purpose of this statement, 'personal information' is defined as any information about an identifiable individual that includes, but is not necessarily limited to, race, ethnic origin, colour, age, marital status, family status, religion, education, medical history, criminal record, employment history, financial status, address, telephone number and any numerical identification such as Social Insurance Number. Personal information also includes information that may relate to the work performance of the individual, any allegations, investigations or findings of wrongdoing, misconduct or discipline. Personal information does not include the name, job title, business contact information or job description of employees of an organization.

The purpose of this Privacy Statement is to inform you about EaB's practices related to the collection, use and disclosure of personal information which may be collected by us through your filling out EaB forms or otherwise providing information through participation in our programs. By filling out the forms, either yourself or on behalf of your child or ward and by participating in our programs, you consent to the collection, use and disclosure of your personal information as defined and, if applicable, the personal information of your child or ward in accordance with the following terms and conditions.

Why do we collect personal information?

EaB collects information as a requirement of the Child Care and Early Years Act, as enforced by the Ministry of Education and the Region of Waterloo Public Health. The information is collected to assist us in screening potential employees and volunteers and to aid us in providing a safe, stimulating and supportive environment for employees, members/customers and their children.

The information collected includes but is not limited to contact information (e.g., name, address, e-mail address, telephone number), age, skills and educational background, employment history, Social Insurance Number, Health Card Number and immunization history, record checks (e.g., police records check, Family and Children's Services Check and/or reference checks for employees, students and volunteers) and information on medical conditions, allergies and medications.

EaB also collects financial information (e.g., banking information on personal cheques, direct deposit applications or pre-authorized debit applications) from employees and parents/guardians.

How We Use Your Personal Information

EaB uses personal information to ensure the safety of children in its care and that of our employees, students and volunteers. Contact information is used to facilitate communication between EaB and its members and to ensure that parents or emergency contacts can be reached as necessary. We also issue reminders and important updates through our e-mail distribution list to those who have elected to receive communication via this medium.

EaB uses information about skills, employment history, records/reference checks, etc. to employ the best suitable candidates. From time to time EaB may review your personal information to identify candidates to approach regarding specific volunteer opportunities.

EaB uses health information to help ensure the most appropriate response to any health care situation that may arise.

Financial information is only used for the purpose of collecting fees and/or paying wages and submitting government remittances. Each member/family with children in our care is assigned a unique customer/family code that is used to store information in our electronic accounting database. This includes past and present invoices, payments/ credits and contact information.

EaB maintains files with your information. Only staff with a legitimate need to access this information has access to these files.

When We Disclose Your Personal Information

EaB does not disclose personal information to individuals, organizations or corporations outside of its own organization at any time or for any reason, except with the consent of the individual or as required by law.

EaB may share personal information with a third party engaged to assist us in providing services to you or to carry out one or more of the purposes described above (e.g., auditor, health unit, a collections agency). These service providers are prohibited from using such personal information for any purpose other than to provide this assistance and are required to protect personal information disclosed by EaB and to comply with the privacy legislation and general principles within this Privacy Statement.

EaB reserves the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires us to do so.

Knowledge and Consent

Having read this statement and by accepting employment and/or enrolling your child in our child care program and providing us with the personal information requested you consent to the collection, use and disclosure of your personal information.

The form of consent that we seek, including whether it is expressed or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances. When you fill out an EaB form, for instance, you imply that we may use that information for the purpose for which you filled out the form.

If EaB will be using or disclosing personal information for purposes that have not been stated in this statement and that we do not feel would be obvious to you, we will first obtain your expressed consent.

You may withdraw, or restrict/limit, your consent at any time, subject to legal or contractual restrictions and reasonable notice.

In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or his/her parents/legal guardian). For example:

- If it is clearly in the interests of the individual and consent cannot be obtained in a timely way, such as when the individual is seriously ill or mentally incapacitated.
- If seeking the consent might defeat the purpose for collecting the information, as in the context of an investigation of a breach of an agreement or a contravention of a federal or provincial law; or if there is an emergency where the life, health or security of an individual is threatened

How Long is Your Information Retained?

We retain personal information only as long as it remains necessary or relevant for the identified purposes, and in accordance with legal requirements. Therefore we will retain your child's file or personnel file for as long as you remain involved with the organization and, unless you withdraw your consent, for a fixed period of time thereafter so that we may archive your participation in the organization and retain this information for you should you decide to return at a later date.

EaB securely destroys personal information by shredding any documents no longer needed. Our policy takes into account the retention requirements for financial and insurance records as well as the requirements of the Child Care and Early Years Act and its associated regulations.

How We Protect Your Personal Information?

We have procedures and policies in place and make all reasonable efforts to ensure that personal information, in both paper and electronic format are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction. For example, access to your personal information is restricted to select employees, there is limited access to offices where information is stored, filing cabinets are locked and we use a secure server and individual passwords to protect electronic information.

How Can You Access Your Personal Information and Check Its Accuracy?

EaB relies on the information provided by you when enrolling your child(ren) in our child care program or when beginning employment. You may at any time make a written request for access to your or your child's personal information using the appropriate Access to Personal Information form. Personal information will be provided in an understandable form within a reasonable time and at a minimal or no cost to the individual.

However, in certain situations we may not be able to provide access to all of the personal information we hold about an individual as there are numerous exceptions to the access principle under the Personal Information Protection & Electronic Documents Act (PIPEDA). For example, we cannot provide access to personal information about another individual if they have not consented, or to information that could reasonably be expected to threaten the life or security of another individual. Also, we cannot provide access to information that was generated in the course of the formal dispute resolution process. If we are unable to provide you with all the information contained in your child's file we will attempt to sever the sensitive information from the file prior to fulfilling your access request.

EaB strives to maintain accurate records of your personal information; however, this can not be achieved without your help. In this ongoing effort, we ask you to provide us with up-to-date information as changes arise.

CONTACT

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For more information about the centre visit:

www.emmanuelchildcare.ca

www.facebook.com – Emmanuel at Brighton Child Care Centre

