



FAMILY HANDBOOK

MISSION STATEMENT

Our mission is to provide a high quality early learning program where all children learn through play and inquiry. We are dedicated to creating a nurturing, inviting and stimulating program, upholding Christian teachings, which allows each child to develop to their fullest potential and at their own pace.

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Dear Families,

Welcome to Little Miracles Child Care & Learning Centre (LM)! This Family Handbook outlines the policies and procedures which govern the program we will be providing for you and your child(ren). We are so blessed that you have chosen to entrust your child to the care of our dedicated educators. We look forward to having an affirming and respectful relationship with you and your family. It is imperative that all parents thoroughly understand LM's policies and procedures as they are the *agreed upon conditions of admission*.

Little Miracles Child Care & Learning Centre is fully licensed and government inspected.

- Our hours of care are 7:30 a.m. to 6:00 p.m. Monday to Friday.
- Care is provided for children aged 6 weeks to 6 years of age.
- Lunch and two snacks are provided each day.
- Fresh fruit and water are always available for children.
- Care is available on a full time or part time basis with priority given to families seeking full time care for their child.
- Family Handbook is available to all families at any time from the Executive Director.
- The Ministry of Education, issued a license for the operation of this centre and a summary of this license is posted on the Family Information Board.
- LM offers fee assistance child care spaces.
- LM reserves the right to amend policies at any time and will provide updates as required.

PHILOSOPHY

At Little Miracles Child Care & Learning Centre we believe that children, families and educators are competent, curious, rich in potential and capable of complex thinking. We are committed to collaborating with children, their families and with each other, as educators, to create a high quality early learning and care environment. Using a strength based approach to learning and development we view children, families and educators as co-learners. Activities and teachings will stem from the Holy Bible and the early Christian Church. LM upholds Christian teachings and the traditional Christian understanding of family.

STATEMENT OF FAITH

We believe in one God, God the Father the Almighty who created heaven and earth, and all things seen and unseen. We believe in one Lord Jesus Christ, the Only-Begotten Son of God, begotten of the Father before all ages; Light of Light, true God of true God, begotten not created, of one essence with the Father, by whom all things were made; Who for us and for our salvation came down from heaven, and was incarnate of the Holy Spirit and of the Virgin Mary and became Man. And He was crucified for us under Pontius Pilate, suffered and was buried. And on the third day He rose from the dead, according to the scriptures, ascended to the heavens; He sits at the right hand of His Father, and He is coming again in His glory to judge the living and the dead, whose kingdom shall have no end. Yes, we believe in the Holy Spirit, the Lord, the LifeGiver of life, who proceeds from the Father, Who with the Father and the Son is worshipped and glorified, who spoke by the prophets. And in one holy, catholic and apostolic church. We confess one baptism for the remission of sins. We look for the resurrection of the dead, and the life of the coming age.

OUR PROGRAMS

Infants

Maximum group size in our infant program is 9 children (6 weeks to 18 months). The educator to child ratio is 1:3. We have opened two infant rooms accommodating 18 infants.

Toddlers

Maximum group size in our toddler program is 15 children (18 months to 2.5 years). The educator to child ratio is 1:5. We have opened two toddler rooms accommodating 30 toddlers.

Preschoolers

Maximum group size in our preschool program is 24 and 16 children (ages 2.5 to 6 years). The educator to child ratio is 1:8. We have two preschool rooms with room 1 accommodating 24 preschoolers and room 2 accommodating 16 preschoolers.

Kindergarten

Maximum group size in our JK/SK kindergarten program is 26 children (44 months to 7 years). The educator to child ratio is 1:13. We have one preschool room accommodating 26 kindergarteners.

Reduced Ratios

In spite of ratios set out above, the ratio of educators to children may be reduced as indicated below:

- i) The reduced ratios will not be less than one third of the required ratio.
- ii) Reduced ratios will not apply at any time in respect to children in the infant room.
- iii) Reduced ratios will not apply during outdoor play or when children are off premises.
- iv) Reduced ratios will be in effect for no more than 90 minutes after the program starts and no more than 1 hour before it ends each day.

PAYMENT

Once a space has been accepted by a family, a one-time family registration fee of \$50.00 is required to enroll your child(ren) in the program. Upon enrollment payment for last months' fees will be required. This payment will be used upon notice of withdrawal.

Our monthly fees are prorated paid by Electronic Funds Transfer (EFT) Payment options are **monthly** (1st of the month) or **bi-monthly** (1st and 15th of the month.)

For eligible families, subsidized spaces are available through a Purchase of Service Agreement with the Region of York.

A fee schedule is attached to this handbook as an appendix. Fees are subject to change at any time with a minimum of one month's notice to families. There is no reduction in fees for vacation, holiday closures or illness.

TAX RECEIPTS

Tax receipts will be available for pick up after February 1st of each year for the previous taxation year. Receipts can be obtained from the Executive Director. Any questions or concerns regarding your receipt should be directed to the Executive Director.

WAIT LISTS

A wait list is maintained at Little Miracles Child Care & Learning Centre, for families who either require immediate care but there are currently no applicable spaces available, or for future care needs.

The child's name is placed in the appropriate age group (based on licensed aged group) wait list according to the date the request is made and when care is required.

The waitlist will be managed in the following way:

- Families at the top of the waitlist, in the age appropriate group, will be contacted using the phone number and/or email they provide when a space becomes available.
- Families will have three (3) business days to reply indicating if they wish to place their child at Little Miracles Child Care & Learning Centre or if they choose to decline a space.
- In the event that the family declines the space their name is either removed from the list or the date for needing care is changed.
- The next family on the list will be contacted.

Priority is given to a child on the waitlist if they have a sibling currently enrolled in the centre. Parents will be reminded to add the name of siblings in a timely manner.

Families requesting updates regarding their current place on the waitlist will be informed how many families in the same age grouping, for the same time frame, are ahead of them.

NO FEE or DEPOSIT will be charged for being placed on the waitlist.

HOLIDAYS AND CLOSURES

LM is closed for the following holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, Christmas Day, and Boxing Day. In the event that these holidays fall on a weekend, families will be notified of the day the closure will occur. There is no reduction in fees for these days.

ENROLMENT

Once the Executive Director has confirmed a space for your child the enrolment forms need to be completed, in their entirety, and returned to the Executive Director prior to your child's first day. Please remember to include all documents needed (i.e. immunization record) that are indicated on the enrolment package provided to you.

WITHDRAWAL FROM CARE

Parents are required to submit thirty (30) days written notice for termination of care. Those providing less notice will be required to pay for care based on the daily rate for the full thirty 30 days' term of notice.

ADJUSTMENT PERIOD

It is normal for a child and/ or parent to become anxious or upset when separating from each other. This is especially true for a child and parent who may be new to the centre. Our educators are trained in methods to help ease the transition from home to the centre. Visits to the centre are recommended for all families prior to the child's first day. These visits provide time for both the family and the child to become comfortable. It is also an opportunity for the educators to get to know the child and allow for a sharing of information to ease the transition.

During the orientation period, we ask that you bring your child consistently to the Centre. If the child's attendance is inconsistent it may take longer to transition the child. We offer time for the child to get adjusted to the program and may recommend shorter days initially. The Staff and the Executive Director will work closely with the parents to make the transition process as comfortable as possible for the whole family.

PART TIME CARE

Families may enroll in care part time, however, priority is given to families requiring full time care. Families of children enrolled in part time care will be notified and given the opportunity to extend their hours to full time in the event that the space can be filled by a full time enrolment. We strive to accommodate families sharing a space with another part time family.

DISCHARGE

LM will provide written notice for discontinuation of service. The time frame for notice will be based on the nature of the circumstance. Each situation will be addressed through a process with the best interest of all children, families and the Centre in mind. Reasons for discharge from Little Miracles may include:

- A child cannot adjust to the program
- A child's behaviour is a threat to the safety of self, other children, educators, or property
- A parent is abusive (physical, verbal or emotional)
- Failure to comply with the policies and procedures outlined in this handbook
- Nonpayment of fees
- Consistently late pick ups

INCLUSION

Our Mission Statement indicates that we provide a high quality early learning program where ALL children learn through play and inquiry. At LM we believe that every:

- Child is an individual – unique and special

- Child has the right to be treated equitably and with dignity and respect
- Child benefits from quality early learning
- Child needs opportunities to grow, develop and learn to their fullest potential
- Child needs to engage in friendship building and social inclusion
- Family has a right to engage in employment, training, and support while knowing their child is being cared at a quality child care centre

Our program is an inclusive Christian program in which activities and teachings will stem from the Holy Bible and the early Christian Church. LM upholds Christian teachings and the traditional Christian understanding of family. We will not discriminate on the grounds of age, gender, sexuality, social status, family status, ability, colour, ethnic origin, religion or belief.

ARRIVAL

Upon arrival at LM children must be escorted by a parent or guardian into their classroom to an educator. Parents or guardians are asked to share any information regarding their child's health, alternative pick up arrangements etc. Educators in turn will share any information they need to pass on to the family. Educators will mark the attendance sheet to indicate that the child is now in their care and the time that the child arrived.

DEPARTURE

At the end of the day parents or guardians must connect directly with an educator prior to departing with their child. Educators will mark the attendance sheet to indicate that the child is no longer in their care. Educators will communicate about the child's day by completing a Daily Record that outlines information about the child's mealtimes, diaper change/ toileting, rest time and what the child enjoyed doing. Parents can also check the documentation board that provides photos and written comments about how the child is participating and learning in the program.

AUTHORIZED/EMERGENCY PICK-UP PERSONS

Upon enrollment parents or guardians provide a list of persons authorized to pick up their child(ren). Should an authorized pick up person arrive for the child, the child will not be released until the educator has verified the individual with their government issued photo ID (e.g. driver's license, health card).

ALTERNATIVE PICK-UP PERSONS

Parents may contact Little Miracles and request a previously unauthorized person be authorized to pick up their child(ren). Upon arriving to pick up the child, identification will be requested. The child will not be released without a government issued photo ID (e.g. driver's license, health card). The child will not be released to anyone not listed as an authorized pick up or without previous direction from the parents or guardians.

SPECIAL CIRCUMSTANCES

In the event that the family's situation requires additional attention regarding access to the child(ren) due to custodial arrangements, parents are required to share this information with the Executive Director upon admission. The special circumstances will be discussed with the educators who will follow the directions as provided.

KEY FOB ENTRY SYSTEM

LM has a secure key fob entry system for families. The fob system allows entry through the main child care door. Upon registration families may obtain the fobs they require with a refundable deposit of \$40.00 each.

LATE PROCEDURES

Little Miracles closes promptly at 6:00 pm. If you are unable to pick up your child(ren) by 6:00 p.m., alternate arrangements should be made to ensure your child(ren) are picked up promptly at 6:00pm. Office MUST be notified if anyone NOT on your child's "authorized pickup" form will be picking up your child(ren). If you have not picked up your child(ren) from the program by that time, a late fee of \$2.00 each minute you are late will be charged.

The following is an outline of what would happen if the educators have not heard from parents by 6:00 p.m.:

- The educators will try to contact you using all contact numbers listed/available to us.
- The Executive Director will be notified.
- The educators will then try to contact the authorized persons on the registration forms.
- If the educators are unable to reach the authorized persons or those persons are unable to pick up your child, then the Executive Director or designate will be contacted and has the authority to contact the Children's Aid Society and/or York Regional Police.

Authorized pickups/emergency contacts are a registration requirement. Recommended people for authorized pick up are a relative, family friend or neighbor.

Cases of extreme weather conditions or unusual emergencies will be dealt with by the Executive Director on an individual basis.

Families who are consistently late, are subject to discharge and the discontinuation of use at LM.

FAMILY INVOLVEMENT

LM believes that families are their child's first and best teacher. We recognize that parent partnership is a key ingredient to the quality and success of our centre. We are committed to respecting the values, differences, needs and interests of individual families. We encourage

and welcome parents' knowledge, experience, ideas and feedback. An integral strength of LM is our willingness and ability to meet the needs of the children, parents and educators in a mutually beneficial partnership.

LM educators seek out ways to engage parents in a way that meets their needs and builds on strengths while respecting the challenges that face families. Special events and organized parent involvement opportunities will be offered throughout the year.



Educators foster engagement and ongoing communications with families regarding the centre and their children. We strive to build strong, positive, respectful and responsive relationships with children and their families. This supports us to fully engage as co-learners with the children and with their families.

During the year, you will receive consistent communication from the Executive Director and/or your child's educator. It is important to read all emails, newsletters and notices carefully as they contain relevant information.

By enrolling your child in our centre, you automatically give consent to LM to connect with you using the e-mail address you have provided. If for some reason you do not want to be contacted by email, please inform the Executive Director.

The LM Family Handbook is provided to both prospective families and those enrolled. The Family Handbook will be circulated to families following any instrumental change and they will be required to confirm receipt of the updated version(s).

If at any time you have questions or concerns, please feel free to speak with the educators or the Executive Director. You may also submit your feedback in the comments and suggestions box located at the sign-in desk in the reception area. We thank you for your feedback, which will provide valued information about how we can improve our child care programs or services.



CURRICULUM

Our program is grounded in the early Christian Church and follows an emergent curriculum philosophy. Our educators use observation and documentation to plan play-based learning experiences that encourage active exploration, inquiry, independence, choices, problem solving, wonder and theory building. Purposeful planned activities, inquiries and provocation will stem from interests of the children.

We believe that children deserve to be surrounded by beautiful things. One of our goals is to bring nature into the classroom. Research supports the importance of nature in reducing stress, increasing attention span, fostering healthy brain development and the healthy development of the whole child. Children will have the opportunity to interact daily with materials found in nature and in the process become thoughtful stewards of mother earth.



We recognize the importance of loose parts and integrate them into our programs. Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. They are materials with no specific set of directions and can be used alone or combined with other materials. Loose parts allow children opportunities to discover and master their environment.

We believe that all children are competent, capable of complex thinking, curious and rich in potential. We value and build on their strengths and abilities. We believe that families are experts who know their children best and have important information to share. We know our educators are knowledgeable, reflective, resourceful and rich in experiences.

Documentation (photographs, narratives) provides families the opportunity to see the activities in which their children have engaged and is a record of their ongoing learning.

Additional information regarding the Christian component or emergent programming can be obtained by speaking to your child's educator staff or the Executive Director.

Using the common framework in *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (2014), our Centre will support the children to achieve goals and to meet the expectations for programs building on the four foundations for healthy growth and development:

Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.
Well-Being	Every child is developing a sense of self and health and well-being.
Engagement	Every child is an active and engaged learner who explores the world with body, mind and senses.
Expression	Every child is a capable communicator who is able to express himself/herself in many ways.

OUTDOOR PLAY

How Does Learning Happen? Ontario's Pedagogy for the Early Years, (2014) states that children thrive in outdoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences. LM agrees that outdoor play is an important element of the children's day and time outdoors should centre on inquiry, exploration and making sense of their environment to enhance

children's development. The program should promote creative and constructive play that involves the same level of positive educator/ child interaction that occurs inside. All children in our centre will experience daily outdoor time, weather permitting. A minimum of two hours daily is required for licensing however we strive to spend as much time as possible outdoors, weather permitting.



HEALTH



It is important that your child is well enough to participate in all the activities of the Centre. In compliance with Ministry regulations, we are unable to provide care for sick children at the Centre.

Educators must greet each child and complete a visual wellness check as they arrive at the program, to ensure that they are well enough to participate. Parents/guardians who arrive at a centre with a child, who is visibly unwell, will be politely advised that they are not able to stay.

Any health observations are referenced on the attendance record and noted in the classroom logbook. Any child who has visible signs/symptoms of illness such as, but not limited to, fever, vomiting or diarrhea *cannot* attend the program. If a child is observed to be ill, parents will be contacted and expected to pick-up immediately. The health and welfare of the children is our primary concern.

York Region Public Health outlines illness/disease which require exclusion from the centre. The posting of this information is in the hall near the kitchen. We will follow all recommendations required by Public Health.

ANAPHYLAXIS/ ALLERGIES/ MEDICAL NEEDS

Children who are attending and educators working at LM are entitled to a safe and healthy learning environment. This aligns with Sabrina's Law, 2005 and the amendments to the Child Care and Early Years Act, 2014 (CCEYA), which outlines communication strategies and explains Individual Child Plans (ICP). Parents will be informed of food allergies and food restrictions so that they are made aware of foods that will not be served in the Centre. Updated information regarding food allergies and food restrictions will be communicated to parents in a timely manner in writing and through emails.

Within this policy, parents are responsible:

- To inform the Centre if their child has a life-threatening allergy and/ or medical needs and ensure relevant individualized plans are duly completed.
- Provide training to staff, students and volunteers as required or training video of how to administer life-saving medication or medical procedure and updated regularly to ensure the most accurate information is on hand to the educators.

- To ensure they have completed the relevant forms entitled the *Anaphylactic Reaction Protocol; Individualized Plan for a Child with Medical Needs; and Medication/ Treatment Record for Emergencies or Special Circumstance*.
- For providing the Centre with the appropriate medication i.e. Epi-Pen, puffer.

Children, with an anaphylactic allergy or other medical need, will not be admitted into our centre until all necessary forms are completed, training has been provided and we have the appropriate medication.

Parents are asked to share all allergies, sensitivities and medical needs for their child, upon enrolment. This information will be posted to ensure all educators are aware of your child's needs. All food allergies, sensitivities, restrictions and medical needs will be posted in food preparation and food service areas, visible to all educators.

If the child has anaphylactic allergy, the Supervisor and cook will work on an alternative menu with the parent. Little Miracles work with families to assess the accommodations case by case.

IMMUNIZATION POLICY

LM adheres to the requirements of the Ontario Immunization Schedule and the Child Care & Early Years Act (2014) to ensure children are fully immunized prior to admission.

Your child's immunization record is collected as part of the enrollment package and children will only be allowed to attend when all information is on file. Immunization records will be shared with York Region Public Health (YRPH). Children's records are reviewed annually to ensure information is current. YRPH will contact parents/guardians if their child has an incomplete immunization record.



If families wish to not immunize their child, we require a written exemption with a stated medical, conscientious or religious reason, which will be kept in the child's file. If an outbreak of a vaccine preventable disease occurs, children not immunized will be excluded from attending the program to reduce their risk of being infected.

NUTRITION

Nutrition education and the promotion of healthy attitudes towards food are an important part of the care we provide for the children. A nutritious lunch and two snacks (early morning and mid-afternoon) are provided daily for all children. Children under the age of 12 months are fed according to the written instructions provided by their parents at registration. As infants graduate to table foods, they will be served based on their needs i.e. blended, pureed, chopped. For infants 18 months and under, we serve homogenized milk (3.25% M.F.) as required by Health Canada and 2% M.F. milk or soy/ rice beverage as needed to toddler and preschool children at morning snack and lunch. Water will be served with the afternoon snack. We encourage parents of toddlers and preschoolers to provide a water bottle, labelled with your child's name, allowing ongoing access to water. Fresh fruit will also be available to the children at all times.

Our meals follow the guidelines of the Canada Food Guide. Weekly menus are posted on the Family Information Board and any alternatives are noted. Peanuts and peanut products are not



used in any food preparation at this centre. We ask that no outside food is brought into the program. The only exception would be breast milk or formula.

The Executive Director must be alerted to any food allergies, sensitivities or restrictions upon enrolment. Substitutions, to the best of our ability, will be made to accommodate your child's needs. In the event your child has a life-threatening allergy then the policy addressing anaphylactic protocol must be followed.

DIAPERING/ TOILET TRAINING

Parents are required to provide diapers and wipes for their children. We follow all public health guidelines for diaper changing routines. The diaper change area is disinfected after every diaper change and the educators will wash their hands after every change. If your child requires diaper cream of any kind you will need to complete a permission form allowing educators to apply the cream. When using our change table, please follow the instructions posted on the wall. This will help keep a safe and sanitary environment for all the children in our care. We welcome cloth diapers at our facility. If you wish to use cloth, please speak to the Supervisor upon enrollment for specific information.



We believe that each child develops at his or her own pace. In accordance with this, we will never force a child to sit on the toilet. However, at each diaper change, we will ask your child if they would like to try sitting on the toilet. We also bring a few children into the bathroom at the same time to encourage learning from each other. Please let us know what method you follow so that we may provide as much consistency for your child as possible. If your child is toilet training, we ask that you supply a complete extra set of clothing in order to accommodate needed changes should they be required.

SLEEP SUPERVISION

Infants

According to CCEYA, 2014, children under 12 months old must be placed for sleep in a manner consistent with the recommendations set out in the *Joint Statement of Safe Sleep* (ss.33.1), (i.e. placed on their back, no blankets or other items in the crib), unless a child's physician recommends otherwise in writing.

Sleeping infants will be visually checked every 15 minutes by the educator. Lighting in the sleep room will allow for visual monitoring. The information will be recorded on the Infant Sleep Chart. Each infant will be checked for:

- Normal breathing by looking for the rise and fall of the chest
- Signs of overheating: flushed skin colour, increase in body temperature
- Normal skin colour



Sleep schedules for children in the infant room will be provided by the parents in writing upon admission. As sleep needs or patterns change, communication between the educators' and parents will be noted in the child's file. Cribs will be labeled with your child's name and we provide the crib sheets which will be washed weekly or as required.

Toddlers, Preschoolers and Kindergarteners



Sleep protocol for these age groups, is in place to reduce the risk of harm and inquiry when children are sleeping and to support the request of families. Educators in the toddler, preschool and kindergarten rooms will be positioned so that they are able to visually monitor the sleeping children. Lighting will allow for visual monitoring. Educators will perform and record direct visual checks to monitor breathing and body temperature every 30 minutes during rest time. Educators will ensure all children are receiving adequate sleep in conjunction with input from the family. Educators will inform parents of any significant changes in their child's sleep pattern or behaviour during

rest time.

The requirements under CCEYA are (a) each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length; and (b) each child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child's needs.

Each child has their own cot labelled with their name. We supply the cot sheets which are washed weekly or as needed. Please ensure that your child has a blanket and a comfort toy for their bed. Your blanket will be sent home every other Friday for washing. Please remember to return it to the centre on Monday. The children go down for their naps/rest time after lunch, around 12:00 pm. Children who do not normally sleep will be given quiet activities on their beds.

MEDICATION POLICY

The medication policy for LM adheres to the regulations outlined in the Child Care and Early Years Act (2014).

Prescription Medication

- All prescription medication must be in their original container. A pharmacist's label must be attached to the container, showing the doctor's name, date, child's name, dosage and times to be given.
- Parents will be required to complete and sign a Medication Form which will provide permission for the educators to administer any prescription medication.
- Only current medication will be given.
- If your child requires an Epi-Pen it is the parent's responsibility to ensure that the Epi-Pen is available and current through completion of medical forms and training video.

Non-Prescription Medications

- Non-prescription medication (i.e. Tylenol cough) must be labeled with your child's full name and current date.
- Parents will be required to complete and sign a Medication Form prior to educators being able to administer any non-prescription medication. Please note: the dosage the parent requests must not exceed the dosage recommended on the label.
- Only current medication will be given.

Medication must be given directly to the educators and not left in the child's knapsack or cubby. The child's prescription and non-prescription drug or medication must be accompanied by a Scheduled Medication/Treatment Record or Medication/ Treatment Record for Emergencies or Special Circumstances, which serves as written authorization. This is to be completed by the parent/guardian. The Medication Form must be filled out before you leave the centre. In the event that an incorrect medication is administered parents/guardians will be notified immediately.

SUN SAFETY

Children go outside each day weather permitting. We often bring our indoor program outside and stay out for extended periods of time. In order to protect the child, we recommend a sun hat each day. We ask that parents apply sunscreen to their children each morning before they arrive at the centre and we will apply again after lunch prior to going outside. Please provide a bottle of sunscreen, not spray, labelled with your child's name which can be kept at the centre. For children under 12 months please be sure to follow the physician's recommendation regarding sunscreen application and inform the educators of your wishes.



SERIOUS ACCIDENTS/ ILLNESS

While every effort is made to ensure the safety and health of our children, serious accidents or illnesses can occur while your child is in care. In the event that your child requires immediate medical attention, LM will call for Emergency Services (911). LM will make every attempt to contact families immediately should this situation arise. If it is determined by the attending professionals that your child requires immediate medical care, a LM educator will accompany your child to the hospital for treatment.

A condition of enrolment is the understanding that you are consenting for your child to be transported to the hospital, in case of an emergency, and consent to emergency treatment until the time of your arrival at the hospital.

All accidents, injuries or illnesses will be reported to parents and documented on an Accident, Incident or Illness report for the parents to read and sign that they have been notified about the follow-up procedures taken. Educators will follow the Serious Occurrence Reporting Procedures outlined in #1.6 as required.

EMERGENCY PROCEDURES

Emergency drills are conducted once a month. During drills, the children are taken outside the centre to the designated area by the underground parking ramp on the northwest side of the parking lot across from the front entrance doors of Little Miracles.

In the event of a major emergency that requires evacuation of the building, the designated evacuation site is **ALBANY PACKAGING INC at 1100 Rodick Road**. Every effort will be made to notify all parents that an evacuation has occurred by telephone or e-mail whenever possible. Parents will be required to pick their children up at the evacuation site as soon as possible.

A notice of communication in regard to the emergency will be sent to all parents by e-mail within 24 hours of the emergency and the Serious Occurrence Summary Report will be posted for 10 business days on the notice board for parents to review, in compliance with Serious Occurrence Reporting Procedures. If parents have any questions, they may contact the Executive Director. The Executive Director will provide information in regard to the emergency as soon as it becomes available, provide updates to the Child Care Licensing System and post any updated Serious Occurrence Summary Reports.

The Executive Director will meet with the Educators to do the debriefing about the emergency and address procedures to follow in regard to debriefing the children. The educators will meet with the children in their rooms to discuss the emergency in general and to listen to any questions that the children may have. Parents will be notified and a debriefing meeting held as soon as possible within 5 business days to answer any questions about the emergency and follow up.

Should further follow up be identified in regard to distress experienced by the children and/or parents as a result of the emergency, the Ministry of Education Consultant, Board of Directors and other appropriate professionals i.e. Emergency Management Ontario, Children's Aid Society, Police Department, York Region Public Health will be contacted and support provided according to recommendations and procedures outlined in the Emergency Management Policy and Procedures # 1.34.

A notice concerning operations and resumption of operations will be completed the same business day to notify parents whether the Centre will be opened for business the next day or whether other arrangements for care will need to be made. Parents will be notified by phone and/ or e-mails when the Centre will resume operations or if there will be an extended closure.

PROHIBITED PRACTICES, MONITORING AND CONTRAVENTIONS

All Little Miracles educators must adhere to the Prohibited Practices Policy which addresses the prohibited practices identified in the CCEYA that are not permitted under any circumstances:

- a) Corporal punishment of a child (including but not limited to hitting, spanking, slapping, pinching);
- b) Physical restraint of a child, such as confining a child in a seat or device for the purposes of discipline or in lieu of supervision unless the physical restraint is for the purpose of preventing a child from hurting themselves or somebody else and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the program for the purposes of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of emergency management protocol;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten a 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, and bedding;
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

In addition, Contraventions of Prohibited Practices also applies to anaphylaxis protocols, individualized support plans and individualized plans for children with medical needs. Staff are monitored for contraventions of prohibited practices, according to the Contraventions of Prohibited Practices Policy # 1.33 and contraventions will lead to disciplinary measures depending on the seriousness of the contravention.

POSITIVE GUIDANCE

Positive guidance strategies are used to meet the needs and align with the developmental level of individual children. Research shows that children who attend Centres where they experience warm, supportive relationships are happier, less anxious, and more motivated to learn than those who do not. Experiencing positive relationships in early childhood have significant long-term impacts on physical and mental health, and success in school and beyond.

At LM we believe young children benefit from an affirming approach that encourages positive interactions with other children and with adults. In order to support children in their acquisition of social and emotional competencies, educators will use the graduated steps, identified below, as a strategy to guide children in these domains. Educators will use redirection, positive guidance strategies and encourage natural and logical consequences, where appropriate, to be a guiding instrument for developing positive interactions and self-regulatory behaviours. LM will not use 'time out' as a guidance strategy.

- Redirection: Children will be redirected to alternative activities as required.
- Resolve/Reason: When the child is calm and in a ready state for engagement, educators using age and developmentally appropriate language will explain how the behaviour or action impacts the child and others. Educators will acknowledge the child's feelings and needs, ensuring that the child's voice is dominant in the discourse. Educators will then assist the child to explore alternative strategies to manage situations promoting their sense of efficacy and the capacity to self-regulate.

Consequences

When appropriate, keeping the safety of the child and others at the forefront, children will be encouraged to learn the impact of their actions grounded on natural and logical consequences.

- Natural consequences: not wearing mittens outside when it is cold will result in your hands getting cold.
- Logical consequences: spilt milk needs to be cleaned up with a rag.
- Consequences that repair: ripping pages out of a book results in the child needing to repair the book with tape.
- Consequences that teach: if you push another child they may not want to play with you.

Educators will always be mindful to consider the following when supporting positive guidance:

- Related to the nature of the behaviour
- Appropriate to the developmental level of the child
- Used in a positive and consistent manner
- Designed to assist the child to develop positive interactions and self-regulatory behaviours
- In compliance with the Centre's positive guidance protocol.

Management of behaviour can be challenging at times and we believe that it is the responsibility of educators and parents to work together to help children's gain needed competencies. Educators will make every effort to keep families aware of any difficulties or changes in behaviours. Little Miracles will reach out to community supports to assist with behavioural challenges as deemed necessary after consulting first with families.

SAFE DRINKING WATER

According to O. Reg. 243/07, flushing and sampling of drinking water is a requirement in Child Care Centres, schools and private schools. Little Miracles follows the required weekly flushing schedule of water fixtures, and annual testing and sampling of 1/3 of the drinking water fixtures to be completed by January 1, 2020.

NO SMOKING



In compliance with the Smoke-Free Ontario Act, 2017 Little Miracles Child Care & Learning Centre prohibits the smoking of tobacco and medical cannabis and the use of electronic cigarettes, by all employees, parents and visitors to the centre. This applies to both inside and on outdoor groups of the centre whether or not children are present. Signage indicating that smoking is prohibited (i.e. "No Smoking" signs) are posted at all entrances and exits

CLOTHING

Please ensure your child comes to the centre each day dressed in comfortable, washable clothing suitable for messy play. Please keep a complete change of clothing for your child in their cubby. All personal items need to be clearly labelled with your child's full name. Since outdoor play is an important part of our program, your child should be dressed according to the weather.

Children should have two (2) pairs of footwear, one for indoor use and one for outdoor use. The intent is to maintain a safe and clean indoor environment (this also applies to educators).

Please provide indoor shoes which can be left at the centre.

CHILDREN'S CREATIONS

A child's artwork is an expression of their mood, coordination and imagination.

When adults display the creation in the home and show pride in the child's accomplishments, it reinforces their sense of achievement.



BEAUTIFUL JUNK/CLOTHING DONATIONS

What is junk to you may be beautiful and useful to us. We are grateful for your donations of items such as: paper, posters, containers, wood scraps, magazines, natural materials, 'loose parts' and clothing that your child may have outgrown. We are always in need of plastic bags.

PHOTOS AND VIDEO



The children will be photographed and videoed daily as part of our pedagogical documentation, making the children's learning visible. Parents will be asked to sign a consent form when photos will be requested for the purposes of posting in the Centre or for promotional purposes. If a family has any objection to their child's image being displayed or used for documentation in the Centre or for promotion, this can be indicated on the enrollment forms.

ACTIVITIES OFF PREMISE

All age groups may, on occasion, be taken on community walks around the neighborhood. Children will be supervised at all times when off premise and educators will have cell phones with them for added safety. Before leaving the centre, educators will notify the office of the exact route planned for the walk. These community outings enrich the children's experiences and allow for the children to learn about their neighborhood.

SERIOUS OCCURRENCES

At LM the well-being and safety of children is our highest priority. We work diligently to provide a safe, stimulating and nurturing space. In spite of all the best precautions, serious occurrences can happen.

Licensed child care centers are required to report serious occurrences to the Ministry of Education and The Regional Municipality of York. Child care operators are also required to post information so that parents also have access to it. This posting will give parents information

about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individual involved. When applicable, longer-term actions taken by the operator will also be included to help prevent similar incidents in the future. Should a serious occurrence happen at the centre the posting, a *Serious Occurrence Notification Form*, will be posted on the Family Information board for 10 days.

A serious occurrence is defined as:

- A life-threatening injury or illness to a child,
- A missing or unsupervised child
- Abuse, neglect or death of a child
- An unplanned disruption of operations i.e. a fire or other disaster on premise

Many factors may lead to a serious occurrence report. It doesn't necessarily mean that an operator is non-compliant with licensing requirements or that children are at risk in the centre.

Child care licensing inspection findings are posted on the Licensed Child Care Website which is available at <http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildcareLicensing>. If you have any questions regarding serious occurrence or the *Serious Occurrence Notification Form* posting policy, please contact the Executive Director.

VOLUNTEERS AND PLACEMENT STUDENTS

LM may have volunteers and/or college/university students doing work placement within the centre. At all times, volunteers and placement students will be under the direction and supervision of Little Miracles educators. Only employees of Little Miracles will have direct, unsupervised access to children. We value supporting educators in training and see the impact they have not only on the children in care but also the educators in their professional growth. Volunteers are also a valuable asset to the centre.

If you wish to volunteer at the centre to share a special skill or support us on an outing with the children, please speak to the Executive Director. All students and volunteers must provide a current Police Vulnerable Sector Check, proof of immunizations, standard first aid and CPR and complete all required sign offs on centre policies and procedures prior to interacting with the children.

EDUCATOR CREDENTIALS & SCREENING

At Little Miracles, the Executive Director and all our Early Childhood Educators are professionals registered with the College of Early Childhood Educators. All employees are trained in Standard First Aid, AED and CPR-C, Accessibility for Ontarians with Disabilities (AODA), and Health & Safety Awareness. Designated educators are trained in Workplace Hazardous Materials Information System (WHMIS) and hold Food Handling Certification.

The Executive Director, all educators, volunteers and students require a Police Vulnerable Sector Check (PVSC) prior to interacting with children and every five (5) years thereafter. In addition, Annual Offence Declarations are signed during the period specified in the declaration.



Individuals (with other agencies) who attend our programs e.g. early interventionists, therapists, will provide vulnerable sector screening verification prior to interacting with the children.

The ED, all educators, volunteers and students must provide proof of medical requirements according to the local health authority, i.e. two step TB tests, DPT and MMR.

CONTINUOUS PROFESSIONAL LEARNING

At Little Miracles Child Care & Early Learning Centre we believe that children deserve to be surrounded by knowledgeable and qualified educators. Adults, like children, deserve to have the opportunities to further their knowledge, understanding and expand on their career aspirations. We promote and support each educator's continuous professional learning (CPL) by encouraging them to attend workshops, seminars or take courses.

CONFIDENTIALITY

LM supports and adheres to the Code of Ethics and Standards of Practice developed by the College of Early Childhood Educators (CECE), Ontario. All educators are expected to adhere to the Code and use this Code to guide their daily behaviour in working with the children, families and the community as a whole. As educators, we are obligated to maintain the confidentiality of information obtained in the course of professional dealings with the children and families.

EDUCATORS RESPONSIBILITY RE: REPORTING TO CHILDREN'S AID SOCIETY

In the event that a child makes a disclosure to an educators or a child's behaviour raises concern regarding abuse or neglect, educators are *legally required* to and *will always* contact the Children's Aid Society.

Please understand that this is a very difficult process for the educators, parents and especially for the children. Educators will follow the direction of the Children's Aid Society through the reporting and response process. These matters are held in strict confidence, unless when there is a duty to report. LM will support the family through this process.

PARENT ISSUES AND CONCERNS

The purpose of this policy is to ensure that parent issues and concerns are communicated and dealt with in a timely manner and to provide a process of how parent issues and concerns will be addressed at Little Miracles Child Care & Learning Centre. All educators, students and volunteers must review, understand and implement the Parent Issues and Concerns Policy and Procedure and will be monitored for compliance and contraventions.

According to our Program Statement, Little Miracles support positive and responsive communications and interactions with the children, parents/ guardians and our team of educators, students and volunteers. We aim to engage in ongoing communications with the parents/ guardians about the program and their children. We encourage parents/ guardians to provide feedback and address any issues and concerns in an appropriate manner.

All issues and concerns raised by parents/ guardians are taken seriously and every effort will be made to address these concerns in a confidential and respectful manner. Discrimination and harassment will, therefore, not be tolerated. If a parent/ guardian, educators, student or volunteer feels uncomfortable at any time or unsafe they can stop the communication and notify the Executive Director or designate of the situation who will inform the Board of Directors and appropriate authorities of the situation.

Parents/ guardians may address their issues and concerns verbally or in writing to the Executive Director or designate. Depending on the nature of the issue or concern, an initial response will be provided verbally or in writing within 5 business days and the parent/ guardian will be kept apprised of the progress in resolving the issue or concern. The level of details reported to the parent will maintain confidentiality and respect for those involved. The parent may contact the Board of Directors if they feel that the matter is still not resolved or if the matter involves the Executive Director.

In accordance with the Principles of Confidentiality, every effort will be made to protect the privacy of the children, parents/ guardians, educators, students and volunteers except when we are required to disclose for legal reasons i.e. Ministry of Education, Children's Aid Society, College of Early Childhood Educators and law enforcement authorities.

In cases of serious issues and concerns that require further follow up and may fall under Prohibited Practices, Compliance and Contraventions Monitoring and Serious Occurrence, please refer to the Policy and Procedure Manual sections 1.4, 1.5 and 1.6 respectively.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local child protection agency, Children's Aid Society (CAS) or Catholic Children's Aid Society directly.

Any persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

Procedures

The accompanying chart provides information concerning common issues or concerns that may arise and will serve as a guide on how to address these issues or concerns. It is the intent that all matters be discussed privately and a reasonable solution determined to bring about remedying the situation. Little Miracles will continue to develop positive partnerships with each child and family and will promote a friendly Christian atmosphere.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
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<p>Concern related to changes in information regarding the care of the child</p>	<p>For minor changes, parents/ guardians will speak with the room staff to provide updated information concerning the care of the child.</p> <p>The parent/ guardian will submit in writing or update the child's file in regard to any changes in the child's diet, rest, physical activity and health to the Executive Director.</p>	<p>The room educator will document the parent's concern in the room log and notify the Executive Director (ED). Any changes in the care of the child will be communicated to all staff, students or volunteers who may be interacting with the child.</p> <p>The ED will update the child's file, allergy list and child's emergency record concerning the changes and communicate these changes to all staff, students or volunteers who may be interacting with the child as deemed relevant.</p> <p>Educators, students and volunteers will sign off that they have read the change in information regarding the child.</p> <p>Where relevant, the room educator or ED will provide an update concerning any measures taken to address the parent's concern.</p>
<p>Concerns that impact the child's health or safety</p>	<p>The parent/ guardian will address their concern immediately verbally or in writing to the room staff and Executive Director.</p>	<p>The room educator will document the concern in the log book and communicate the concern to the ED.</p> <p>The ED will speak to the room educator about the parent's concern and gather information about the child's well-being.</p> <p>The physical environment will be assessed for health and safety and the team will meet to discuss the action plans taken to address any hazards or deficiencies immediately or as soon as possible.</p> <p>If the matter concerns supervision or staff interactions, the ED will follow up with the staff involved.</p> <p>The ED and room staff as needed, will meet with the parent to provide an update concerning the action plan taken to remedy the situation and listen to the parent's feedback. The parties will agree on a collaborative action plan and the timelines to address the concern.</p>
<p>Concerns or feedback about</p>	<p>The parent/ guardian is welcome to provide comments, suggestion and ideas about the program and</p>	<p>The Comment and Suggestion Box will be monitored regularly and will be included in the program review to ensure that we are providing the highest quality</p>
<p>Nature of Issue or Concern</p>	<p>Steps for Parent and/or Guardian to Report Issue/Concern:</p>	<p>Steps for Staff and/or Licensee in Responding to the Issues/Concerns:</p>

