

PARENT HANDBOOK



Rainbow Village

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Philosophy of Rainbow Village Child Care

Every child is an individual who has a unique personality and potential to reach his/her optimum level of physical, emotional, intellectual and social development. Each child is unique in regard to his/her personality, physical growth, mental growth, likes and dislikes. Understanding and supporting each child's individuality is the foundation of our program which strives to ensure every individual child's well-being and happiness.

We offer developmentally appropriate programming to meet the diverse experiences, backgrounds, abilities and needs of all children. Providing a warm, loving and nurturing environment which is carefully designed to meet each child's individual needs is our goal as a learning community. **We believe in play-based learning as the main vehicle through which children come to understand themselves, others and the world.**

Our learning experiences and activities will offer a variety of materials and situations so that every child can find "his/her area of interest" within the child care environment. A child grows many ways including socially, physically, mentally and emotionally. Each developmental stage is interrelated, and thus the child excels when opportunities are provided for each to develop to reach his/her optimum level. Our method of empowering each child's ability to exercise self regulation skills will involve positive child guidance approach which is nurturing child's critical thinking skills.

Program Statement

At Rainbow Village Child Care Centre, we strive to provide a program that will meet every child's needs regardless of class, colour, and religion. We thus provide opportunities through play for children to grow physically, emotionally, socially and intellectually.

In addition, our goal is to provide opportunities to learn about the children in our case and their families, as we believe that children are best understood within the context of their families. Our curriculum at Rainbow Village is a play-based approach that incorporates the Ministry of Education's Policy guidelines as mandated by its document. *How Does Learning Happen? Ontario Pedagogy for Early Years*. We integrated the four foundations of learning: Well Being, Expression, Belonging and Engagement so as to nurture healthy development that fosters a sense of self, a desire to play and learn through inquiry and exploration, and to develop authentic relationships and connections among other children, and adults and thus make sense of the world around them and how and where they fit in.

To reflect *the four foundations of learning*, staff must create weekly plans, that reflect well being, engagement, belonging and expression. The plans must then be implemented in the weekly learning experiences so as to focus on children's social, emotional, physical, creative and cognitive development in a holistic way by noting each skill set on the continuum of development document (ELECT).

The weekly plan will serve as a guide for educators but ultimately children take their learning in their desired area/s of interest.

All volunteers and students on placement will be asked to read *the An Introduction to How Does Learning Happen Ontario's Pedagogy for Early Years specifically the Four foundation of Learning, Goals for Children and Expectations for Program*. This is an effort to assist children in understanding how to plan responsive inclusive experiences and how to interact with children.

At Rainbow Village there exist an understanding that every child is an "individual" and is from different cultural backgrounds. We also view children as competent and capable of complex thinking, curious and rich in potential. We accept this and thus all experiences and how and what they have learned. At Rainbow Village, the educators demonstrate their commitment to play by recognizing that there is a need for children to possess the following.

- Health - This is achieved by providing them with the proper nutrition as is mandated by the Canada's Food Guide.
- Developing and promoting communication skills through positive interactions such as talking, listening and allowing children to express their creativity and take their learning in the desired direction based on their interest.
- Allowing them to express their feelings in a respectful manner and interacting with other children and adults from a wide variety of backgrounds. This learning will unfold through but is not limited to reading books, discussions, trips, different play materials, resource persons such as children's families or individuals from the community and pictures.

- Recognizing and accepting that every child learns differently and is at a different stage developmentally and so meeting them where they are at and building on their pre-existing skills.
- Engaging in outdoor play, once the weather permits for two (2) hours each day; one hour in the morning and an hour in the afternoon.

In order to promote health, safety, nutrition and well being of children Rainbow Village will do the following.

- No child will be left unsupervised.
- No child will be spoken to a manner that is degrading and belittling.
- Children will be served nutritious meals that reflect the expectations of Canada's Food Guide and as such will be encouraged to try any and everything on the daily menu will not be forced to do so.
- Staff will be a role model by demonstrating appropriate eating habits by eating/trying what is served for meals.
- Children that are competent and capable will also self-serve and help others when the opportunity presents itself.

In Addition, in order to create a positive learning environment in Rainbow Village, each child's learning and development will be supported. The following approaches will be used:

- Building positive and responsive relationships with children, their families and maintaining the same among staff. Providing opportunities for free play so children can learn through exploration, play, and inquiry
- Reflective practice by encouraging self-reflection, discussion, ongoing collaboration and learning among educators.

- Writing anecdotal notes which will be the basis upon which learning experiences/materials/opportunities are provided and presented to children.
- Educators allowing children to take the lead as to what they want to learn through questioning and observation. The child-initiated experiences will be the basis upon which independent inquiry and learning unfold and in so doing.
- Educators play the roles of facilitators and co-learners. The experiences as it should be are about the children's learning and thus become adult supported experiences.
- Implementing the four foundations of learning which are well-being expression, engagement and belonging on a daily basis through our program planning and learning experiences for children.
- Structuring the environment so all materials are accessible and in good condition.
- Engage with families and value their strengths, contributions, and unique perspective and different cultural backgrounds.

At Rainbow Village, We understand that children need a balance between structure and variety; the program planning supports and implements indoor and outdoor play, as well as active play, rest, quiet time and also give consideration to the individual needs of children. This is evident through:

- Indoor play that occurs as soon as our centre opens at 7 a.m. and closes at 6.p.m. Once children are not eating, sleeping or outdoors, children are free to engage in cooperative, spontaneous, solitary, parallel or any kind of play desire to engage in provided that they and others are safe.
- Outdoor play for two (2) hours each day once the weather permits. An hour in the morning and another in the afternoon. Once outdoor, children are

encouraged to engage in more active play and explore their natural environment,

- Children need their rest and so nap time is for two (2) hours on a daily basis from 12 p.m. to 2 p.m.
- There are areas in the environment that encourage and facilitate downtime or quiet time such as the book area and the drama area.
- All other areas are open and accessible so as to cater to the needs of all other children who have varying interest but capable and competent of choosing what, who and where they wish to explore

Rainbow Village is involved with local community partners such as Westwood Mall, Malton Neighbourhood Services, The Fire Station and High schools on an ongoing and necessary basis. Families are made aware of the resources that The Malton Neighbourhood Services provides through the distribution of pamphlets/booklets/brochures and newsletters or through verbal communication that give relevant information based on the needs of the families in the centre. Children will go on field trips to explore the Mall, and the centre will partner with children from high schools who wish to volunteer and gain valuable experiences to prepare them for the world of work. Children will also take nature walks in and around the community in general a minimum of twice per year. The Fire Truck from the local fire station is annually invited to visit the centre to interact and engage with the children. This is an effort to make children aware of the role they play in their community and to foster a positive, authentic and meaningful relationship with outside partners who will both, directly and indirectly, impact the development of the children in our care.

ABOUT OUR SERVICE

Rainbow Village Child Care Centre offers program for children aged 18 months up to 4 years old.

Rainbow Village Child Care Centre is **open Monday to Friday from 7:00am to 6:00pm**. We are **closed on all major statutory holidays**.

Rainbow Village Child Care Centre has a subsidy agreement with Region of Peel. We also have a licensed capacity of 44 children.

NOTE: Snow Day Closer - When the Peel/Dufferin District School board decides to close due to inclement weather, Rainbow Village Child Care Centre is also closed for the day. Parents will be notified of the closer through emergency email contact system before 7:00 am on that day.

WE ARE **CLOSED** ON THE FOLLOWING DAYS:

New Years Day

Family Day

Good Friday & Easter Monday

Victoria Day

Canada Day

Civic Day

Labour Day

Thanksgiving Day

Holiday Closure (1 week)

Prohibited Practices

Rainbow Village Child Care Centre ensures that all staff members are aware that any Prohibited Practices that put children at risk in any way will result in disciplinary actions which include termination at Rainbow Village Child Care Centre.

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

SUPERVISION POLICY

All staff at Rainbow Village Child Care is responsible for the adequate supervision of children. No child must be left unattended. Rainbow Village staff must always be aware of the environment and the location of children and adjust supervision accordingly.

Staff should:

- Be aware of all the children in the group, even when attending to an individual child. Staff must frequently scan the room, count the children, and ensure that areas that are not visible are supervised by another staff member and ensure substitution when there is the need to leave the room.
- Staff should anticipate and take action to ensure safety, while balancing children's needs to explore and take risks deemed appropriate for their developmental growth.
- Ensure that there is appropriate number of staff in the room at all times.
- Ensure the front door and playground gates are closed after entry and exit.
- Ensure that staff will be close enough to children to intervene in the event of an unsafe or harmful occurrence developing and possibly escalating.
- Ensure that children are not left alone on the playground or in the classroom.
- Head counts must be completed before and after a transition with a group of children from one activity area to another (example: playroom to playground).
- Have a clear view of all children in the group at all times by placing oneself in a position or location that optimizes supervision of the entire group.

- Always put the portable panel to ensure that children are prevented from having access in and out of the room.
- All children upon arrival or departure must be marked in or out on the daily attendance sheet, indicating the time of arrival or departure. This must be done at the time when the child is released from the parent/guardian to the receiving staff upon arrival or from the supervising staff to the parent/guardian upon departure.
- When beginning a shift staff must confirm verbally with the supervising staff on duty, the number of children in attendance and check this against the attendance clipboard. This same procedure must be completed when leaving or returning from breaks, lunches, etc.
- Head counts of children are to be completed on a frequent basis throughout the day, minimally 2 to 3 times per hour. Head counts are to be checked against the attendance clipboard.
- Attendance clipboards are to be kept with each group of children at all times.
- Daily attendance sheets must also record all children that are absent, on vacation, or absent due to illness.

Action Taken:

- **First warning; will get a verbal notice if staff doesn't comply with the policy.**
- **Second warning; Staff will have a (1) one week suspension without pay.**
- **Final Warning; If this policy is not complied, depending on the severity of the situation, staff could be terminat**

Supervision Policy for Volunteers and Students

The purpose of the Supervision Policy for Volunteers and Students is to assist in supporting the safety and well being of the children enrolled.

The volunteer or student will be monitored by an assigned staff member. The assigned staff member will review the following policies and procedures listed below with the volunteer and or student. Volunteer and or student will sign and date the policy once reviewed.

1. Behaviour Management Policies
2. Staff Policy Checklist
3. Playground Policy
4. Anaphylactic and Emergency Procedures

Volunteers and students are not permitted to be alone with a child unsupervised. Volunteers and students are not to be counted in the staffing ratio. No child is supervised by a person under 18 years of age.

Criminal reference checks are required for all volunteers having direct contact with children dated in the last six months.

This does not apply to students placed in the program by an educational institution, except for College and University students.

All Parents who are attending field trips with their child/children as volunteers are require a criminal reference check. A staff member will always be present with parents, students, and volunteers.

Placement/Volunteer Policy

PURPOSE

This policy provides the standard of what is expected of students/volunteers and the service to get the most experience out of the workplace.

RESPONSIBILITIES OF STUDENTS/VOLUNTEERS

- Be professional in your contacts with service staff, parents, children and service users
- Keep all information obtained confidential regarding children, staff, and families
- Obtain permission from service Manager & Parent for any observation, information used in assignments coursework carried out
- Take responsibility for your own learning
- Participate in all tasks/ activities associated with the role of children worker
- Read and become familiar with Child Care regulations
- Arrive Punctually
- Take direction from senior childcare staff
- Contact the supervisor if unavailable to attend

RESPONSIBILITIES OF SUPERVISOR

- Ensure that the student has an induction period to familiarise themselves with policies, procedures, planning routine etc.

- Ensure the student signs off on an agreement with the Policies & Procedures of the service.
- Clarify starting & finishing time expected from the student.
- Introduce student to all staff children and families,
- Share appropriate information and experiences with the student
- The service will also ensure the student will have the support of one member of staff who will be introduced to them; this staff member will agree to support and supervise the student and provide feedback on the student's progress while in the service.
- Ensure the student is clear on whom to speak to in the event of concerns or difficulties while on placement.
- Ensure the student has signed confidentiality agreement
- Sign off on agreement with the Policies & Procedures of the service
- Dress code- dress appropriately seek clarification on what dress code is appropriate students are required to ensure high standards of personal hygiene are maintained at all times.
- Keep a record of students attendance
- Arrange regular supervision with the student.
- Ensure that the student is not left alone/unsupervised with children
- Ensure student is not required to administer medicine
- Ensure students are not required to deal directly with parents unless supervised

Registration, Orientation & Withdrawal

Registration:

Parents are given a registration package for enrolment in the program at Rainbow Village Daycare Centre after paying a non-refundable fee. All forms must be filled out completely prior to starting and individual plans should be in place if the child has any health, medical conditions or special needs.

Orientation/Tour:

When a family is offered with an available spot, a tour of the center can be arranged during the operating hours. During the visit, parents are given a tour of the facility which consists of:

- Meeting the staff members in their classroom
- Viewing our licence and tour of the facility
- Looking at program information posted
- Viewing the weekly menus
- Checking the cubby and toileting areas
- The playground and the classroom

Withdrawal:

Our Withdrawal Policy is designed to protect the Center from financial loss resulting from unexpected withdrawals and to minimize the expense when such withdrawals occur. If parents wish to withdraw their child from Rainbow Village Daycare Center, a minimum of 3 week's written notice is required to be eligible for the full deposit refund.

Service Termination Policy

Our staff will make every effort to meet the individual needs of each child enrolled in the program.

There may be situations, however, where we may not be able to meet these needs. The parent(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with teachers and the Supervisor. All meetings with parents will be well documented. The continued placement process will be followed and after all these capacity-building steps have been taken, Rainbow Village Daycare Center may recommend withdrawal of care:

- Lack of payment of fees
- Conduct that is injurious to the physical emotional or intellectual well-being of others
- Lack of compliance with the center policies
- Behavior that creates a potential safety hazard to children and staff
- Verbal abuse, harassment, or threatening of children/staff
- The inability of our program and staff to meet the child's individual needs.
- Individual needs of a specific child that interfere with those of other children or put others at risk.

In the event the center withdraws a child due to the above circumstances, the parent(s) of the child will receive a Termination of Service letter. The contents of the letter include:

- The child's last date at the center
- The grounds for termination
- A notice period of 1 month for the parents to find alternative care arrangement.
- The deposit refund eligibility when a minimum 3 week's withdrawal notice provided.

Once the termination letter is issued, the children's services consultant will be notified if applicable.

The Waiting List Policy

Rainbow Village Daycare Centre will follow due process in regard to the waiting list policy in compliance with the Ontario Regulation. We will keep all parents on a waiting list once they submit a waiting list form via center's website. The data base of the waiting list will have the child's name, date of birth, parent's or guardian's phone number and a preferred starting date.

When space becomes available at the center, a spot availability notice email will be sent out to the parents on the waitlist. Parents will be offered a spot based on the sequence in which the parents or guardian made a submission on the waitlist. The parent will be given with a limited time to respond to the offer, and we'll move to the next parents when the offer was denied, or no response is received within the timeline.

Rainbow Village respects each individual's right to privacy and confidentiality. As a result, a child status on the wait list will only be shared when requested by the parent/guardian.

Posting of Serious Occurrences

The safety and well-being of our children in licensed childcare programs is the highest priority. In spite of all the best precautions, serious occurrences can sometimes take place.

Licensed childcare centres are required to post information about serious occurrences that happen at a centre. A "Serious Occurrence Notification Form" will be posted at the centre in a visible area for 10 days. This posting will give parents information about the incident and outline follow up actions taken and the outcomes while respecting the privacy of the individuals involved.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

The policy supports the government's effort to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on The Licensed Child Care Website which is available at:

<http://www.ontario.ca/ONT/portal61/licensedchildcare>

Field Trips and Off-Site Activities

From time to time the Rainbow Village Child Care Centre will go on different excursions throughout the neighbourhood. Parents will sign a consent form which covers all local neighbourhood excursions.

We also go on field trips which may include public transit or school bus transportation. An individual consent form will need to be signed by the parent or guardian. Parents are also welcome to attend field trips with the Child Care. There is an additional charge for the trips. If you do not wish for your child to attend the field trips/ excursions it will be necessary for you to arrange alternative care for the day. You will be required to still pay for the Child Care fees for that day.

Rainbow Village Child Care Centre will require parents to attend field trips with their child/children if Rainbow Village Child Care Staff is not comfortable taking them due to:

1. Safety
2. Behaviour
3. How long the child has been enrolled etc.

A medical kit and emergency phone numbers are always available on excursions and trips.

THE HEALTH AND SAFETY OF YOUR CHILD

1. Responding to and reporting child illness, health concerns, accidents, and injuries

Your child's health is a matter of major importance to all of us. Upon enrolment, you must file with us a standard health form that lists the immunization record. A daily health inspection is given upon each child's arrival at school. Your child must be free of any illness or symptoms that are listed below for 48 hrs before returning to the center:

Your child may be sent home if any symptoms of illness appear during the day. In such cases, your child will be immediately isolated from other children and you will be contacted for immediate pick up. Here is the list of symptoms which requires 48 hrs monitoring period.

- Fever, or had a fever the previous day
- A heavy nasal discharge
- Pus or discharge from eyes or pink/red eyes
- Diarrhea
- Vomiting
- Rash or single/cluster bumps
- A constant cough
- Symptoms of a possible communicable disease. (Please notify the center immediately if the child does have a communicable disease or has been in contact with someone who has)

In the case of an accidental injury that we feel is a serious nature, we will make an immediate attempt to contact a parent. If it is necessary, we will call in any outside emergency care that we feel we will need. The school will maintain a consent form signed by the parents agreeing to this provision. It is to the child's benefit that you keep the school up-to-date on telephone numbers and other pertinent information.

2. Administration of medication

Any operator who agrees to administer drugs and medication must comply with requirements found Care and Early Years Act.

- Only prescription medication will be administered at the centre unless a doctor's note accompanies a non-prescription medication stating time and amount of dosage for a specified treatment period.
- The parent is required to complete and sign a Medication Authorization Form prior to any administration of medication at the centre, stating dosage and time required.
- A parent should hand deliver the medication in its original container. The original container must have the date of purchase, the child's name, dosage starting date, expiry date and any written instructions.
- Medication must be stored as instructed and kept in a locked container.
- All medication, if not removed by the parent, will be disposed of after a fourteen-day period unless otherwise specified by the doctor.

3. Children Belongings

- Children should wear clothing that is comfortable and appropriate for indoor and outdoor play. No party shoes, flip-flops, crocs for outdoor play. Running shoes or boots are accepted only. In the spring and fall, the weather is unpredictable, so please provide a variety of warm and light clothing. Snow pants in winter are necessary even if there is no snow. A hat in summer is essential. Please make sure all items are labelled especially boots, mitts and snow pants.
- Your child always needs to have an extra set of clothing at the Child Care , even the kindergarten children. If your child does not have extra clothes when needed, you will be called to bring some over or pick up your child. Remember to Change your child's clothing seasonally.
- Your child will need a small blanket for sleep time, preferably one that can remain here. Bedding will be sent home every Friday and if soiled for you to laundry. Bedding must be returned on Monday.
- Diapers and wipes need to be supplied if applicable.

Note: Please label all your child's belongings including clothing, shoes, outdoor gears, bags, water bottles, and etc. The center is NOT responsible for any lost items at the center.

5. Parking

Please do not leave your vehicle parked in front of the entrance doors when you drop your child off and pick them up. Park in designated spaces. This area must be kept clear as a fire route all the time.

5. No personal items left in the cubby area

The cubby area is regarded as an area with children's easy access for the transition times to change their clothes. It is highly possible that anything in the bag or cubby can be taken out by a child and consumed by children. It could pose a great danger to the safety of the children at the center. staff will go through every child's bag on a daily basis and discard anything found in the bags or cubbies. Only children's diapers, changing clothes, shoes, boots, clothes or winter gear (gloves, hats, scarves, neck warmers or earmuffs) are allowed either in the bags or cubbies)

<The items NOT allowed in children's bag or cubbies>

- food (regardless in a container or not)
- drinks (baby bottles, juice boxes, nutritional drinks, water bottles)
- Baby formulas
- leftover food
- treats (candies, gums, chocolates)
- **medication or medical devices (puffers, a glucose meter, coughing candies)**
- stationary items (pencils, crayons, markers)
- small sized toys or books
- child sized jewelry (rings, earrings, bracelets)
- deflated balloons
- cell phones, tablets, or an electronic device
- hair elastics, clips, or combs
- children's make-up (lipsticks, lip balms, brushes, facial painting or tattoos)
- Bug spray, perfumes (these are highly hazardous materials to young children)
- **baby lotions, sunscreens, diaper creams, or Vaseline** (These are highly hazardous materials, too. These items should be brought to the staff and the parents should fill out the forms to be used in the center and kept out of the children's reach)

Safe Arrival and Dismissal Policy

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare center as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

Rainbow Village Daycare Center will ensure that any child receiving childcare at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on **Authorized Pick -Up person's list** or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing via **a note or email**. (No phone call message are acceptable)
- document the change in pick-up procedure in the daily written record.
- 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 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 headroom teachers in each class and they must commence contacting the child's parent/guardian no later than 10 am via Hi Mama messages. Staff shall call the parent/guardian during the sleep time to confirm the absence.
 - In case that staff was not able to reach any of the above to confirm the child's absence from the center, the supervisor will either email or call the parents to confirm the absence.
2. confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. 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 written authorization that the center 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 written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 5:40 pm, the staff on duty shall contact the parent/guardian by phone call 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 all the persons listed under Authorized Pick-Up persons in the child's file. 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 has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed"

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from the center and has not arrived by 6 pm, staff shall ensure that the child is given an activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall

contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact all the individuals listed under emergency contacts on the child's file, etc..
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 905-363-6131. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult who are at least 18 years old. Under no circumstances will children be released from care to walk home alone.

A Nut Free Zone Policy

Rainbow Village Daycare Centre is the Nut Free Zone. Nut allergies can cause an Anaphylaxis emergency which can be life threatening to children with nut allergies. Our centre is trying our best to remain as a nut free environment for the safety of the children with severe nut allergies.

NO OUTSIDE OR HOME FOOD

- **Any kind of Food from home is NOT allowed** in the centre: any type of main dishes, snack or drinks are not allowed to be brought in.
- Any kind of **unpackaged or unlabeled store-bought food is NOT allowed** in the centre: bread, pastries, chocolates, candies, donuts or cookies which don't have clear labels that the ingredients are nut free are not allowed to be brought in at any time.
For birthday celebrations,
- Only Prepackaged cupcakes with clear labels of Nut Free ingredients are allowed. An Unpackaged birthday cake with no labels from a local bakery is not allowed as their facility often processes nut containing products. Parents should consult with the supervisor in advance.
- **An exception to No home food policy** can be made due to a variety of reasons, including religious observance, severe allergies, food intolerances or special needs of the child. Where a child requires special foods and is bringing meals or snack from home as an exception to No Home Food policy, the parent will be required to provide it according to the instructions on the Individual Feeding Plan. Supervisor will review with parents for the information such as:
 - Food or drink supplied by a parent will be in a container labelled with the child's name.
 - Food or drink that requires refrigeration or to be store in room temperature is kept in the fridge or at a designated spot in the kitchen at temperature directed by the public health.

PLAYGROUND SAFETY POLICY

Requirements:

- To observe and enforce playground rules as outlined.
- To encourage and interact with children.
- To ensure that outdoor play equipment is kept in a safe and clean condition and in a good state of repair.
- To ensure that there is a sufficient variety of toys that are available and accessible and allows for rotation

Staff Duties:

- On a daily basis, complete inspection prior to using the playground.
- Check children's clothing daily for sources of entanglement such as scarves (when applicable), drawstrings and laces.
- Analyze the playground and have a plan for staff positioning, making sure that staff is moving through play area continuously and continually and checking hidden areas.
- Stay close to the steps for any possible slip, fall or any possible accident.
- Staff must keep interactions and engagement with children positive and nurturing.
- Stay within reach of younger children at all times to provide a physical support when needed.
- Role model proper behaviour and respect for equipment.
- Act as a spotter for challenging equipment or areas which needs repairs or close inspection to prevent any accident.
- Encourage children to use equipment properly
- Stop bullying behaviour immediately.
- Keep parents informed on safety issues
- Never reduce ratios on the playground.
- Take seasonal precautions, such as sanding ice, sweeping leaves and water, safe pest control and safe weed control to make sure playground is kept in a clean and appealing manner at all times

The accessibility for Ontarians with Disability Act Policy

Rainbow Village Child Care Centre is committed to excellence in serving all customers including people with disabilities. We as an organization will prevent barriers and faced by people with disabilities so that we are more accessible to them and their needs. People with a full range of disabilities include physical, vision, hearing, sensory, mental health, developmental and learning.

Our Accessible Customer Service Plan is as follow:

- We will ensure that our staff at Rainbow Village Child Care Centre are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services in our child care centre.
- We will communicate with people with disabilities in ways that take into account their disability.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises. Fees will not be charged for that support person.
- In the event of a planned or unexpected disruption to our child care services, every customer including those with a disability will be notified promptly about the disruption. A sign will be posted that includes information about the reason for the disruption, its anticipated length of time and a description of an alternative facility for child care if available. This notice will be placed at the entrance door, parent bulletin board, and corridor areas.

Rainbow Village Child Care Centre will provide training to employees who deal with the public. ie. Supervisor, Early Childhood Educators, Early Childhood Assistants, and Cook. Training will include:

- An overview of the AODA (Accessibility for Ontarians with Disability Act) 2005 and the requirement of customer service standard
- How to interact and communicate to people with various types of disabilities
- How to interact to people with disabilities who use an assistive device or require the assistance of a support person
- What to do if a person with a disability is having difficulty in accessing our service
- Staff will be updated on any changes to our plan

Customers, who wish to provide feedback on our child care services can comment by email, speak verbally with our supervisor/director, or to any staff member. Feedback will be given to the supervisor and/or director who will respond back to the customer within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Emergency Management Policy and Procedures

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the child care centre where everyone is gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Phase 1: Immediate Emergency Response

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the centre, **the meeting place** to gather immediately will be located at: **Parking Lot of St. Hugh and St. Edmund Church**

If it is deemed 'unsafe to return' to the centre, **the evacuation site** to proceed to is located at: **Westwood Mall (across the Goreway Dr.)**

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

Emergency Situation	Roles and Responsibilities
Lockdown	<p>1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</p> <p>3) Staff inside the child care centre must:</p> <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children’s attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. <p>4) If possible, staff inside the program room(s) should also:</p> <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. <p>5) Supervisor will immediately:</p> <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>

<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) Supervisor must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat or disaster must: <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children’s attendance to confirm all children are accounted for. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>

<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children’s attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Church located upstairs which is a higher level and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) Supervisor must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
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<p>Natural Disaster: Tornado / Tornado Warning</p>	<ol style="list-style-type: none"> 1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i> 2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately. 3) <i>Staff must immediately:</i> <ul style="list-style-type: none"> • remain calm; • <i>gather all children;</i> • <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i> • take children’s attendance to confirm all children are accounted for; • <i>remain and keep children away from windows, doors and exterior walls;</i> • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.
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<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe area away from windows and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: Malton Community Police Station (905) 453-2121 ext. 2620

Ambulance: Peel Region Malton Satellite Paramedic Ambulance Station 911 or(905) 791-7800

Local Fire Services: Mississauga Fire Station 105 911 or (905) 615-3777

Site Supervisor: Joon Kim (416) 559-1818

Licensee Contact(s): Joon Kim (416) 559-1818

Site Designate: Avis McNeil (416) 886 -2396

For any emergency situations involving a child with an **Individualized Medical Plan** in place, the procedures in the child's individualized medical plan will be followed. If any emergency situations happen that are not described in this document, Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

- 4) Where any staff, students and/or volunteers are not on site, Supervisor or Staff on duty must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Staff must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

- 6) Throughout the emergency, staff will:
- help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring **8a** immediate attention and assistance.

Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<p>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</p> <p>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</p> <p>3) Staff must:</p> <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. <p>4) Licensee / Supervisor will determine if operations will resume and communicate this decision to staff.</p>

Communication with parents/ guardians	<ol style="list-style-type: none">1) As soon as possible, Supervisor / Staff on duty must notify parents/guardians of the emergency situation and that the all-clear has been given.2) Where disasters have occurred that did not require evacuation of the child care centre, Supervisor / Staff on duty must provide a notice of the incident to parents/guardians by phone.3) If normal operations do not resume the same day that an emergency situation has taken place, Supervisor / Staff on duty must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
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8b) Procedures to Follow When “Unsafe to Return” Notification is Given

Procedures

- 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.
- 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.
- 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.
- 4) Supervisor / Staff on duty will post a note for parents/guardians on the centre entrance with information on the evacuation site, where it is possible and safe to do so.
- 5) Upon arrival at the evacuation site, staff must:
 - remain calm;
 - take attendance to ensure all children are accounted for;
 - help keep children calm;
 - engage children in activities, where possible;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children;
 - keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and
 - remain at the evacuation site until all children have been picked u

Communication with parents/ guardians	<ol style="list-style-type: none">1) Upon arrival at the emergency evacuation site, Supervisor/ Staff on duty will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, Supervisor / Staff on duty will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.
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Phase 3: Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations</p>	<ul style="list-style-type: none"> • If centre is possible to reopen we will reopen the centre to resume operations • If not possible to reopen the centre we will find temporary location • Contact parents via phone • Contact volunteers/students via phone • Contact Ministry of Education Program Advisor • If necessary, contact Insurance Company
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<p>If staff, volunteers, students or children experience stress related to an emergency event at Rainbow Village Daycare Centre, the Centre management will provide individuals or parents/ guardians with the contact information for Crisis Lines to access appropriate mental health supports & services.</p> <p>Peel Children's Centre - Crisis Response is 24/7 85A Aventura Court, Mississauga, ON L5T 2Y6 905-795-3500 Centralized Intake: 905-451-4655</p>
<p>Procedures for Debriefing Staff, Children and Parents/ Guardians</p>	<p>Supervisor must debrief staff, children and parents/guardians after the emergency.</p> <p>Rainbow Village Daycare Centre staff will send a memo providing details of the emergency situation and when the centre will resume regular service. If individuals do not have an email address, Staff will contact these individuals by phone.</p>

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Supervisor: An individual employed by the licensee who runs the operator if licensee is not available.

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

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 Children's Aid Society(CAS) directly.

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*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-2 business day(s). <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre-or Operations-Related</p> <p>E.g. : child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 10 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- /Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Supervisor Licensee.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.)

CWELCC Parent Fee Reduction

Rainbow Village Daycare Centre participates in Canada Wide Early Learning and Child Care (CWELCC) program and the parent fees have been reduced according to the CWELCC guidelines. The reduction is only eligible for the base fees and are not eligible for the non-base fees. The new rates for the base fees are effective on January 1, 2023.

1. Base Fees

Age Group	Attending Days	Full Rate (Daily)	Reduced Rate
Toddler	5 Days	\$ 61.6	\$ 29.1
Toddler	2 or 3 days	\$ 65.6	\$ 31
Preschooler	5 Days	\$ 49.9	\$ 23.6
Preschooler	2 or 3 days	\$ 56	\$ 26.5

Fee	Full Rate	Reduced Rate
Deposit	\$250	\$118
Registration Fee	\$75	\$35.4

2. Non-base fees

Fee	Full Rate	Reduced Rate
Late pick up fees**	\$ 15 and above	N/A
Extra Administration Fees (letters for doctor, work, tax related or any other uses, Fine for the failed bank transaction or returned checks)	\$ 25	N/A
Field Trip Fees	Variable	N/A



