

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 *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

Victoria Day

Canada Day

Civic Day

Labour Day

Thanksgiving Day

Holiday Closure (The last week of the year)



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 terminated.**



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 & Slow Transition

Registration:

Parents wishing to enrol their child at Rainbow Village Child Care Centre are welcome to visit the Centre. After the tour, the registration fee is paid when a spot is confirmed, and this fee ensures that space will be saved for you.

Parents are given a registration package for enrolment in the program at Rainbow Village Child Care Centre after paying a non-refundable fee. **All forms must be filled out completely prior to starting.**

Orientation:

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 licence inspection summary
- Looking at program information posted
- Viewing the weekly menus
- Checking the cubby and toileting areas
- The playground and the classroom

Slow Transition

Starting a new childcare centre is a big challenge for the young children. Especially, for a new child who doesn't have any experience at a group setting, it could be the very first task without their parents. To ease off the stress through this challenging process and help the young children to make a smooth adjustment to the centre, Rainbow Village Child Care Centre offers a slow transition. There is no charge for this service and it is not mandatory.

- During the previous week before the first day at the centre, the child is welcome to visit the centre with a parent or guardian.
The child can have an opportunity to explore the new environment, to familiarize with the staff and other children and to participate in the activities with other children. **The parent or guardian is required to stay with the child as the child is not on our attendance, yet.** The staff is not responsible to watch, help or assist the child with washroom routines while the child is visiting.
- The visiting hours is maximum 2 hours and recommended for the morning programme hours. The parent or guardian needs to contact the office to notify the visiting time.
- During or after the visit, all questions which the parents might have regarding the program are welcome and professionally answered by the supervisor and staff.



Enrolment and Service Termination

When you enrol your child at Rainbow Village Child Care a non-refundable registration fee is due at the time of registration, and this reserves your child's spot in the program.

If you decide to withdraw your child from Rainbow Village Child Care Centre you must provide two weeks written notice to the supervisor. Then, the deposit which was made during the registration will be returned on the last day of the enrolment.

If your child makes the environment unsafe for themselves and others, their harmful behaviour is exhibited in an ongoing manner RE: Child hitting, biting and harming other children/staff, your child will be terminated from the Child Care centre.

Failure to pay your fees on time will result in termination according to the financial agreement which the parent/guardian agreed upon the registration.



The Waiting List Policy

The Rainbow Village Child Care Centre will follow due process in regard to the waiting list policy in compliance with the Ontario Regulation. The Rainbow Village Centre will place every parent on a waiting list after an initial call is made or visit. Each name will be recorded in the waiting list binder, along with the child's name, date of birth and parent's or guardian's phone number. When space becomes available then that parent or guardian will be contacted. Children will be offered admission based on the sequence in which the parents or guardian called. This sequence is based on the date the call was made to the centre and a descending order is followed.

The Waiting List Policy will be reviewed with prospective employees before employment, as well as students and volunteers who will be interacting with the children before they begin their educational placement. In addition, staff will review waiting list at least annually by reading the said document, attaching signature, date and followed by an affixed signature from another staff (witness). The Waiting List Policy will be kept current based on CCEYA regulations. The reviewed policy will be placed in staff's binder.

The 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>



Guiding Children's Behaviour

At all times, it will be made clear to the child that it is the behaviour which is not acceptable. No time will a child be made to feel belittled or disrespected as a person because of his/her behaviour. We provide positive guidelines for behaviour management such as re-directing, positive language, and positive reinforcement by following "Steps for Solving Problems and Resolving Conflicts" which is posted in each classroom.

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.



Process for Expressing Concerns

The parents of the children at Rainbow Village Child Care Centre are encouraged to express any concerns that they may have.

Some process through which the centre gathers input and feedback from the families are:

1. An annual parent/guardian(s) survey
2. Daily discussions with parents
3. Parent meetings
4. Other way of communication (i.e. phone, letters, and emails)

Role of Parents in the Program

Rainbow Village Daycare Centre believe that parents and teachers together can help and encourage children to grow and develop to their full potential.

We want you as parents to feel free to come in anytime to see your child at play in our happy, busy, noisy, creative, classrooms. We would like you to be part of the school, offering suggestions, comments and constructive criticisms, as well as moral support.



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 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.

Your child must be free of any illness or symptoms that are listed below for 24 hrs before returning to Child Care:

- Fever, or had a fever the previous day
- A heavy nasal discharge
- Diarrhea
- Vomiting
- A constant cough
- Symptoms of a possible communicable disease. Please notify the school at once 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 permission 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. Arrival, Departure, and Release of Children from the Program

Please remove wet shoes or boots at the front carpet. This is your child's home for the day, and we want the children to have dry feet.

Arrival:

- Take your child to his/her cubby.
- Help child removes outdoor clothing and footwear.
- Put on indoor shoes.
- Accompany your child to his/her classroom.
- Health check and attendance will be recorded.
- Any information can be shared with the staff at this time about your child.

Departure: Most parents have a usual time for picking up their child. If this time changes please inform the Child Care. At pick up, a staff will inform you about your child's day. No child will be released to an intoxicated individual. i.e. alcohol, drugs.

Release Information: If you are unable to pick up your child, then the staffs need to be informed about the change in pick up. No child will be released to a person not authorized by a parent to pick the child up. We must have written or verbal authorization for changes in this respect. Identification MUST be shown or the child will not be released to that person.

4. 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. That's a must.

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.

Please leave all toys at home with the exception of a stuffed toy for naptime.

5. PARKING

Please do not leave your vehicle parked in front of the Child Care doors when you drop your child off and pick them up. Park in designated spaces. We have school buses picking up children and this area must be kept clear.

6. Toys From Home

Except for toys that are needed for special days that are requested by your child's teacher, we ask that you leave your child's toys at home. Any toys brought to school are not the staff or Child Care's responsibility. Books are more than welcome for story times and circles.

Please note: GUNS, KNIVES, SWORDS, WAR TOYS OR OTHER TOYS OF DESTRUCTION ARE NOT ALLOWED AND WILL BE TAKEN FROM THE CHILD

7. Food and Snacks

A healthy body prepares the child for learning. At Rainbow Village Child Care Centre we serve nutritious hot lunches plus morning and afternoon snacks this is prepared by our onsite certified cook.

Snacks and outside foods are not permitted into the Child Care centre unless for special events. Nutritional snacks will be provided by the centre. If a child has a specific dietary restriction or allergy, Rainbow Village Child Care Centre will provide a substitute for that child. If a child has a food preference (i.e.: milk) parents may provide a substitution. Our weekly menus are posted on the board in front of the office for you to view.

8. Birthdays

We celebrate birthdays during lunch period. Parents are encouraged to bring in a cake or other peanut free snacks for the child to share with his or her classmates. This makes their day an extra special one. Please no goody bags, hats, decorations etc.



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.

Here are the centre's Nut Free Zone protocols.

- 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.
- **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.
- **For birthday celebrations, Only Prepackaged cupcakes with clear labels of Nut Free ingredients are allowed.**
- Parents should consult with the supervisor in advance if they wish to bring in birthday cup cakes. An Unpackaged birthday cake with no labels from a local bakery is not allowed as their facility often processes nut containing products.



PLAYGROUND SAFETY

Tips for safe outwear for children

- Dress child in comfortable good fitting clothing
- Choose hats and mittens without strings
- Remove all drawstrings on coats, boots, hats, and mittens
- Choose Velcro shoes instead of lace-up
- Proper fitting, durable shows and boots
- No open toed sandals
- No jewellery





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.



IN CASE OF EMERGENCY

In case of Emergencies, Rainbow Village Child Care Centre has an Emergency Management Policies and Procedures that Licensee and staff will follow during those times.

If ever there is a Serious Occurrences, the centre also has a separate serious occurrences policies and procedure that Licensee and all staff should follow.

Regarding notifications about any emergency that occurred, Supervisor and or Staff on Duty will send a memo to those parents who has provided e-mail address and those who have not provide and e-mail address will receive a phone call.



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.

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 child care 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 child care centre, the **evacuation site** to proceed to is located at: Westwood Mall

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.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized 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.

Emergency Situation	Roles and Responsibilities
Lockdown	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: <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. 4) If possible, staff inside the program room(s)should also: <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. 5) Supervisor will immediately: <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</p> <p>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</p> <p>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. 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. 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>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<ol style="list-style-type: none"> 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. 2) Staff must immediately: <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. 3) If possible, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 4) 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 Church located upstairs which is a higher level and ensure their required medication is accessible, if applicable; and • wait for further instructions. 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.
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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>	<ol style="list-style-type: none"> 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>If remaining on site:</p> <ol style="list-style-type: none"> 1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately. 2) Staff must immediately: <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. 3) Supervisor must: <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>
<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; • gather all children; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children's attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

Natural Disaster: Major Earthquake	<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 child care 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

Child Care Centre Site Designate: Joon Kim (416) 559-1818

- 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 immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 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. 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. 3) Staff must: <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. 4) Licensee / Supervisor will determine if operations will resume and communicate this decision to staff.
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.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<p>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.</p> <p>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</p> <p>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.</p> <p>4) Supervisor / Staff on duty will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</p> <p>5) Upon arrival at the evacuation site, staff must:</p> <ul style="list-style-type: none"> • 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 up.
Communication with parents/guardians	<p>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.</p> <p>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.</p>

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	<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
Procedures for Providing Support to Children and Staff who Experience Distress	<p>If staff, volunteers, students or children experience stress related to an emergency event at Rainbow Village Child Care Centre, Rainbow Village Child Care 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>
Procedures for Debriefing Staff, Children and Parents/ Guardians	<p>Supervisor must debrief staff, children and parents/guardians after the emergency.</p> <p>Rainbow Village Child Care 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 theses 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

General

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, child care providers 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,

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Contact:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca

Licensee & Supervisor: Joon Kim

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:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - 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; - 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.
General, Centre- or Operations-Related E.g. : child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the supervisor or licensee. 	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - 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>	Provide contact information for the appropriate person if the person being notified is unable to address the matter. 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.

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	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>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.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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 Child Care 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**	\$ 10 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

