

PARENT HANDBOOK

INTRODUCTION

Welcome to Green Cube Childcare

We would like to take this opportunity to welcome you and your child to Green Cube Childcare. This handbook has been designed to create awareness of the requirements and policies of Green Cube Childcare as well as the requirements of you, the parents/guardians. Please read this handbook carefully and feel free to discuss with us any questions you may have.

Our Mission

Our mission is to provide a program that is stimulating, creative and adaptable to meet the individual needs of the children from many different backgrounds. We strive to make your child's time here the best experience it can be for them as well as for you, the parents.

Our Vision

Our Centre's vision is to nurture, develop and build an exceptional foundation of skills and abilities in our children to become outstanding citizen of the future.

Philosophy

Green Cube Childcare follows the play-based *ELECT* and Reggio Emilia curriculum and aims to provide an environment that nurtures children socially, physically, and intellectually. We encourage children to become happy, self-motivated, and independent.

Parents and Early Childhood Educators function in harmony to create a caring and nurturing environment for the children.

We are committed to supporting families by maintaining open communication between the staff and the parents and encourage parental involvement in our programming and care activities. It is one of the ways quality childcare is ensured.

PLAY, guided by trained educators, will expose children to situations that will stimulate:

- Personality development
- Physical development
- Social and Emotional development
- Intellectual development
- Cognitive and Creative skills development

Curriculum

The classroom's Lead Teacher is a Registered Early Childhood Educator (RECE) and is responsible for planning the activities around the developmental needs and interests of the children. The Centre plans programs on weekly basis providing activities for cognitive, fine motor and intellectual development. The classrooms are divided into different learning centres: creative, sensory, dramatic play, block area and reading and writing area. During the day, the children will engage in small group activities to enable them to develop these skills. Also, a period will be spent outdoors to develop their gross motor skills.

We, at Green Cube Childcare encourage taking the child's artwork home, as appreciation from the parents will boost their confidence and creativity. In programming activities for the children,

we follow the *Early Learning for Every Child Today (ELECT)* – a framework standardized by the Ministry of Education, which brings together established research findings and diverse perspectives, beliefs and recommended practices. It recognizes that families, communities, and cultures hold distinct values about how young children should experience and interact with the world around them. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theatre and art/craft. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition and new vocabulary.

STRUCTURE

Licensing

Green Cube Childcare is licensed by the Ontario Ministry of Education. The *Child Care and Early Years Act (CCEYA),2014* and its accompanying regulations form the basis for the licensing procedure. Upon successful completion of the annual licensing inspection, a renewal license is issued by the Ministry of Education and is posted at the entrance of the centre.

Administration

Centre was established based upon the philosophy that the opinions of all involved in all its programs must be encouraged and respected. The Directors oversee the functioning of the center.

The Directors work with the Supervisor to ensure that high quality programming is maintained across the centre.

Monthly meetings are held by the Directors and by staff. All concerns of the organization are discussed at these meetings to ensure maximum participation in the decision-making process.

Parent workshops are organized periodically around topics such as health, nutrition, and parenting.

Staff

It is the centre’s policy to hire Early Childhood Educators (ECEs) who are registered with the College of Early Childhood Educators of Ontario. The teaching staff is led by a Supervisor who is a member in good standing of the College of Early Childhood Educators with adequate experience and who can plan and deliver play-based learning and care programs. (*Early Childhood Educators Act,2007*)

We ensure that all the teaching staff should be a member in good standing of the College of Early Childhood Educators with adequate experience. A committee comprising of the Directors and the Supervisor conducts all permanent hiring.

Centre ensures that all the staff has a valid Vulnerable Sector Police Check, a valid First Aid (including Infant and Child CPR) certificate and are adequately vaccinated.

The staff-child ratio is in line with the *Child Care and Early Years Act (CCEYA),2014*.

Classroom	Staff: Children
Toddlers (18 months to 2 ½ years)	1:5

Preschoolers (30 months to 4 ½ years)	1:8
Kindergarten (3 ½ years to 5 ½ years)	1:15

PROGRAM

Toddlers (18 months to 30 months)

Toddlers are guided through this phase of their development in a warm and stimulating atmosphere. Toddlers play has a serious purpose and our ECEs allow the play to be driven by the child's interests.

Children in the toddler rooms are encouraged to cooperate and act independently while developing cognitive, life, and social skills.

Pre-School (30 months to 6 years)

Our qualified and caring staff guide pre-school children in an inspiring environment. The central focus for our preschool program is play-based, active learning. Children interact with well-planned settings for enhanced learning through play. Group and individual activities encourage creative, cognitive, physical, emotional, and social development.

Supervision

- Each child in attendance at the Green Cube Childcare is ensured safety and well-being.
- Children are supervised during indoor, outdoor and washroom routines. Children are not left alone under any circumstances at any point of time.
- Each child's attendance is recorded upon arrival and departure and the parents should make sure that the teacher is aware of the drop off and pick-up.
- You are required to drop and pick up your child in between 7:00 a.m. and 6:00 p.m.
- Only adults designated by the parents on the consent form should pick up the child and this must be informed to the centre supervisor by the parents. A photo identification must be presented by anyone, other than the parents when picking up the child.
- No child will be supervised by any person younger than 18 years of age and who is not an employee of the Centre.

Supervision of Students and Volunteers

- Green Cube Childcare may have volunteers and/or Early Childhood Education students working within the Centre along with the staff throughout the year.
- Volunteers and placement students will always be under the direction and supervision of the regular staff. The Green Cube Childcare staff will ensure that no volunteer or student is left alone with a child at any time. It is the supervisor's responsibility to orient the volunteer with their responsibilities.
- Volunteers and placement students are never counted in staffing ratios and are required to adhere to all the policies and procedures laid down by the Centre and act in a professional manner.

Hours of Operation

- The centre opens Monday through Friday, 7:00 a.m. to 6:00 p.m.

Statutory Holidays

The centre will be closed on regular statutory holidays.

Family Day	Good Friday	Victoria Day
Labor Day	Thanksgiving Day	Civic Day
New Year's Day	Christmas Day	Boxing Day

**The center will close early on Christmas Eve and New Year's Eve.*

TUITION, ASSOCIATED FEES & PAYMENT TERMS

Payment of Fees: Full payment of childcare fees are due on or before the first day of your child attending. Six months post dated cheques are required.

Late Payment: Late Fee of \$25 if payment is delivered late after 5th of the month.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness, PD Day or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

Fee Structure

- All fees must be paid within the first week of each calendar month.
- Fees are applied to all days that the Centre is open as well as statutory holidays and sick days. There is no break in the childcare fee at any time of the year.
- Vacation period consisting of at least two or more consecutive weeks may be granted by the supervisor with one month's notice once per year. Parent's will be charged 50% of the child's regular monthly fees as a holding fee during this period to save their child's spot.

Drop in Program

At least **65 days** Credit required based on per day rate of the program before or on the first day. Can use drop-in days within a year period

*** Fees are subject to change with a minimum of two months' notice.

All Full fees and payments are due on or before the child's first day in the centre Each four weeks after, fees are due by the 1st day of the week by Pre-Authorized Debit. A Pre-Authorized Debit "PAD" form will be provided at your time of enrollment and is to be completed and provided to the Centre with a void cheque. Should your payment be returned for whatever reason, a \$60.00 NSF Fee will be added to your account and the full balance must be paid within the same month returned by interact, certified cheque or PAD to avoid childcare suspension or termination.' When your child ages up to the next age group, fees will change on the 1st of the following month after the age up occurs.

*Fees are applied to all days that Green Cube Childcare is open as well as statutory holidays and sick days.

Modes of Payment

- Payments can be made by cheque or e-transfer. Mention child's name and the month (duration) for which payment is being made on either mode of payments.

- Your cheque should be placed in an envelope with the child's name and handed over to the supervisor. We accept cash in rare circumstances, if you are making the payment by cash please make sure you receive a receipt at that time.
- A final receipt will be issued for tax purposes at the end of the calendar year for cheques and e-transfer payments only.

Late Fees

- The Centre closes at 6:00 pm and a late fee of \$2.00 per minute will be charged after that.
- Parents will be asked to sign a late fee memo and the money is to be paid directly to the staff who stays late to take care of your child.

POLICIES & PROCEDURES

Program Statement

We at Green Cube Childcare provide a safe, nutritious, and healthy environment for each child enrolled in our program. Our primary goals are to provide a high quality, supportive, family centered program in a warm, safe and responsive environment. Promote their physical, social, emotional, and cognitive development, as well as to encourage co-operation, responsibility, and consideration of others.

Green Cube Childcare encompasses the research and legislation in Ontarians major learning documents:

- How Does Learning Happen? Ontario's Pedagogy for Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today.

We know that children learn best by pursuing their personal interest and goals, children make their own choices about materials and activities during program time. Green Cube Childcare recognise each child is a unique individual who brings his or her own abilities to the centre. We provide an environment that fosters curiosity and allows children to explore, grow and reach their maximum potential.

Ministry of education pedagogy includes the following:

- Every child has a sense of **belonging** when he or she is connected to others and contribute to their world.
- Every child is developing a sense of health, and **well being**
- Every child is an active and **engaged** learner who explores the world with body, mind and sense.
- Every child is capable communicator who expresses himself or herself in many different ways.

The Ontario pedagogy that is to be used in the program will have principals deriving from the "Active Learning" education approach. The approach involves children in direct, hand-on experiences with people, objects and events.

We support positive and responsive interactions among children, parents and our educators. We encourage children to children in a positive way and support their ability to self-regulate. It is our role to foster the children's exploration, play and inquiry.

Green Cube Childcare plans for and creates positive learning environments and experiences in which each children's learning and development will be supported. We include outdoor and indoor play as well as active play, rest and quiet times for each child in our programs. Green Cube Childcare supports staff to constantly educate themselves through professional learning.

Green Cube Childcare Philosophy

It is well documented that child play provides the foundations for language and literacy, mathematics, science and technology as well as the arts.

Our curriculum is consistent in approach with "How Does Learning Happen", Ontario's pedagogy for the early years and our programming guidelines mirror the Early Learning for Every Child Today (ELECT).

Our planning process - recording observation, determining interest and planning play opportunities in all developmental areas

Our programs focus on active play-based learning as the way that children naturally learn best. It is their nature response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct challenges and expand their own understandings through making connections to prior experiences; thereby opening the door to new learning.

Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child's unique learning style and capitalizes on his or her innate curiosity and creativity.

Our program also supports children's self-regulation, their ability to deal with stress and remain *calm, alert* and *ready* to learn. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses and understand the consequences of their actions. We are continually learning about how to create learning environments and programming that helps support children's self-regulation – to help children remain or return to a state of calm.

Health, Safety, Nutrition and Well-being of Children

We know that the early year's foundation for children health and well-being, the brain architecture is shaped by the child's interaction and relationships with parents and other significant people in their lives. Every brain development is stimulated through experiences and interactions with responsive adults.

We understand that the first step in establishing and nurturing health, safety and well-being for children in our programs is through the connections they make with the program staff, volunteer and students on placement. Here are some other specific ways we promote well-being in our program:

Health and Safety: Green Cube Childcare as a licensed childcare operator meets and exceeds all health and safety requirements of the Ministry of Education and local government bylaws.

Nutrition: Green Cube Childcare collaborates with a registered children nutritionist to develop standard menus for all of our program that are both nutritious and appealing for children. Our menus follow Canada's Food Guide and culturally sensitive. You can view the menu on our Parent Communication board and on our website.

We accommodate dietary or religious food requirements for children in our programs. By providing children with healthy eating choices, we are mentoring life-long skills to notoriously feed and nourish their bodies for optimal health and development.

Four weeks rotational menus are posted outside the kitchen. If there are any changes in regard to the menu for the day, the changes will be posted on the menu board. Please notify the supervisors at the time of enrollment if your child has a food allergy, medical intolerance or religious convictions. The allergy and restrictions will be posted in the kitchen as well as in each classroom where it can be assured that it will be adhered to and alternatives to be prepared.

Relationship among children, families, staff and community partners

It is one of our core values at Green Cube Childcare to foster collaborative and co-operative relationships among all of our partners. Green Cube Childcare strives to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaborations of families. We understand that relationships of trust are the basis for learning and co-operations.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem-solve and to learn about diversity and inclusion. The skill of conflict resolution are important to lifelong learning. As competent individuals, children are active participants in resolving conflicts. We encouraged them to come up with ideas and solutions to problems that arise.

Green Cube Childcare is committed to working collaboratively with all of our community partners as we work together on the mutual goal of providing the best possible childcare services to families.

Positive Self Expression, Communication and Self-Regulation

At Green Cube Childcare, our inclusive programming leads to children's sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage children to communicate, self-regulate and used their self-expression.

We seek to be aware of, foster, support, encourage, respond and document the many ways in which children express themselves, the many *voices* with which they articulate their ideas, the variety of "languages" they use to communicate. We also seek to honour and reflect children's home language and culture in our programs.

In our inclusive learning environments, we welcome children of all abilities. Respect for diversity, equality and inclusion is vital for optimal development and learning. Here are some of the ways in which we create an inclusive environment in our programs:

- a) Recognize each child as having equal rights to participate in program activities, trips and events.
- b) Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs
- c) Create strategies that vulture the culture and first language of the children
- d) Establish programming strategies to foster an inclusive learning environment in which every child can participate
- e) View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Parent engagement and communication

Green Cube Childcare aims to foster outreach, engagement, and communication with families about our program and their children's learning experiences. We believe that families are experts on their children. Sharing knowledge is integral to the success of your child.

Green Cube Childcare aims to ensure that families have support of available, affordable, safe, reliable, high quality licensed childcare for their children, which ensures parents peace of mind while their children are in the Green Cube Childcare programs. Respect, care, empathy, trust and integrity are core values in all of our interactions with families.

We know that our partnership with our families help our program to best meet the needs of the children:

- Families form the foundations for children's early development. Families know their children's best, and are the first and most powerful influences on learning and development
- The needs of each child are considered in the context of their family's composition, value, culture, and language. This approach enriches relationship between early childhood setting, families, and their communities.
- We involve partners and other important adults in various events and activities at our programs. This connects them to their children's early development and enhances the child's learning.

Green Cube Childcare has an open-door policy and families are welcomed to come at any time. We welcome the opportunity to include your family traditions, customs, and experiences in the program. In addition to daily interactions with program staff, we offer many opportunities for parent's feedback and involvement – such as surveys and focus groups, through field trips, and on-going written and face – to face communications. We use parent's input to improve our programs and services.

Community Partners

Green Cube Childcare is committed to involving local community partners and to engaging those partners in supporting Green Cube Childcare children, families and staff.

We provide learning opportunities and practical work experiences, in the areas of programming and administration to members of the community through recruitment, placement training and recognition of volunteers and students on placements. Volunteers and students on placement augment the high-quality care and individual attention given to the children in the programs.

We also have community partners – we collaborate with these partners and continue to create more opportunities to expand these relationships on behalf of our children and families. We view the community as a valuable resource and our educators plan learning opportunity to share our knowledge and to learn from others in the community.

Supporting Staff in Continuous Professional Learning

Green Cube Childcare is committed to hiring, training and fairly compensating staff. We hire staff who have positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value and all staff are entitled to be respected, supported and treated fairly.

Green Cube Childcare fosters children inquiry and creativity. Staff plan on a daily basis based on the observations that they make on children's interests. In this way, learning is extended, leading to deeper investigations with materials and the environment. Staff plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Through positive adult-child interactions, Green Cube Childcare staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge. Green Cube Childcare staff develop an intentionally planned program that supports early learning.

At Green Cube Childcare we believe that knowledgeable and responsive early educators:

- Recognizes that responding to unique abilities, needs and characteristics of each child, family and community is central to supporting learning and development.
- Engage with children as co-learners as they explore their environment's
- Provoke children's thinking, create meaningful programs that guides interactions with children's and their families
- Use a warm and positive approach to support children's developing abilities to express emotions and take others perspectives.
- Know when to stand back and observe and when to enter children's play to stimulate thinking
- Make a commitment to build self-awareness, regularly reflect on practices and engage in new learning experiences, both individually and with colleagues
- Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learn with children and each other as self-reflective professionals

Educators connect with children by being available, sensitive, responsive and caring. Cultivating a climate of trust is key in helping children feel safe, secure and have a strong sense of belonging in their learning communities. Once trust is established, children feel free to discover, take risks, grow and learn.

Green Cube Childcare ECE staff have completed studies in the field early childhood and are registered with the College of Early Childhood Educators. All other program staff complete a specific training program designed by Green Cube Childcare and approved by the Ministry of Educator. All program staff attend mandatory bi-monthly professional learning meetings and receive training on an ongoing basis.

Documenting and Reviewing the Impact of Green Cube Childcare Learning Programs

At Green Cube Childcare we understand that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of the children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children's behaviour, in order to find meaning in what children do and experience. The purpose of our documentation is also:

- a) A good way to value children's experiences and help them reflect back on those experiences and what they have been learning.
- b) An opportunity to make children's learning and understanding of the world visible – to themselves, to other children, to their parents and other families, to the program staff.
- c) A way to reflect on developmental growth over a period of time.
- d) A process for program staff to co-plan with children about learning
- e) A dialogue with families about children experiences and an invitation for parents to add their own documentation about their children learning
- f) Self-reflection opportunity for program staff as they participate in continuous professional learning
- g) Establish a supportive social environment that cares for autonomy and self-esteem.
- h) Establish positive relationships, friendships and conflict resolution skills.

- i) Be an involved pay partner
- j) Foster, observe and document significant behaviour / developmental milestones

Prohibited Practices

The following is a list of practices prohibited by our centre:

- The corporal punishment of a child
- Physical restraint of the child, such as confining the child to a highchair, 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 childcare center 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
- Inflicting any bodily harm on children including making children eat or drink against their will.

Admission & Discharge Policy

- We do require that the parents/guardian and their child(ren) visit the centre prior to enrolment. This process allows your child(ren) to become familiar with our staff and the facility.
- If you feel it necessary, we can arrange for your child(ren) to be left in our care for two hours, free of charge as a trial before leaving them for a full day.
- An interview will be arranged to familiarize new families with the surroundings and to answer questions.
- On being offered a spot at the Centre, parents are required to complete forms as legislated by the *Child Care and Early Years Act (CCEYA), 2014*, two weeks prior to the child attending the centre. These forms will be kept in the child's record.
- It is important that parents keep us informed of any changes to phone, address, emergency contacts, immunization and the child's state of health.
- List of forms you will be required to read and complete.
 - Registration Form
 - Health & Medical Form
 - Consent Form
 - Parent Handbook and Fee Agreement
- List of documents required for enrolment.
 - Birth Certificate
 - Immunization Record
 - Proof of Address
- Please note that Green Cube Childcare reserves the right to deny admittance to our programs where the parents have breached our Parental Code of Conduct (i.e. being verbally abusive, threatening, swearing, etc.)

Withdrawal Notice

- A written four weeks/ 20 business days' notice must be given to the Program Supervisor prior to permanent withdrawal from the program.
- If such notice is not provided, the parent agrees to provide Green Cube Childcare with payment in lieu of notice for the same period of time.

Waitlist Policy

Green Cube Childcare Centre, we will try to accommodate all children at our facility. However, there may be times when we do not have a spot available for a child. At that point, the child will be placed on a waiting list, until there is a vacancy.

How are vacancies determined?

- If another child is moved up to a different classroom (toddler – preschool)
- If a child changes days that they are enrolled
- If a child withdraws from the centre
- If your child's age changes from the original age group (16 months – 18 months), in which they are now in a different age bracket, and there is a spot available in the other classroom; provided that there is not a wait for that class.

Waiting List guidelines (priority order)

1. Current Students and Students who were enrolled in the school during the previous year
2. Children currently enrolled and needing to graduate to the next age group;
3. Applicants who are siblings of students currently enrolled
4. Applicants who are extended family members of currently enrolled students
5. Applicants who have been on our waiting list
6. Applicants from the general public

Returning families. To be included on the waitlist, the family must provide the Supervisor with a waitlist registration form. The time span between the withdrawal of a family and their new waitlist registration must not exceed two years.

There is no charge to parents/applicants for being on the waiting list. Once a student's name is placed on the waiting list, there is no obligation to register for a spot, should one be offered by the school, and will be offered spaces when openings arise.

Every effort will be made to contact the family regarding a space for their child. We will attempt to contact the family a total of 3 times. If the family fails to return a third call within one week, or refuses an offer for the third time, they will be withdrawn from Green Cub Childcare Centre's waitlist. Once withdrawn from the waitlist, a family must forward a new registration form to the Supervisor to be placed on the waitlist.

It is the parent's responsibility to call or email Green Cub Childcare Centre of any changes to their contact information. When spaces become available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time. Once a child is registered, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space.

Potential applicants are required to fill out a Waiting List Application form. The application requires that you specify your child's birth date and the date for required care. It is recommended that you put a specific date rather than "as soon as possible". You should also give consideration to your current childcare arrangements and the time required to cancel them. If you would like to tour the centre, please book an appointment.

To access the waiting list, the parents will need to contact the supervisor, via phone, email or in person requesting their child's position on the wait list.

The supervisor will then let the parent know the status of their child's position. They will only be notified about their child's position (ex. Your child is #3 on our wait list) as other children's names will not be shown following the confidentiality policy.

Parents will be notified each time their child moves up a spot on the waitlist by the centre supervisor.

Parent Issues and Concerns Policy

to provide services of the highest quality, we welcome ongoing feedback from families. Hearing compliments and concerns helps us to build on and improve our services.

We will respond to all concerns that families may have.

Policy

General

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 3 days 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).

to provide services of the highest quality, we welcome ongoing feedback from families. Hearing compliments and concerns helps us to build on and improve our services.

We will respond to all concerns that families may have.

Compliments

- If a parent/guardian would like to compliment an employee of the organization, they are encouraged to tell the employee.
- If the family would like the employee to be recognized within the organization, they can inform the Supervisor either verbally or in writing. The Supervisor will ensure that the Director is informed of compliments that are received both verbally and those received in writing.

Complaints

- If a parent/guardian has a concern about the care provided, they are encouraged to discuss this with the employee who is working directly with their child. The employee will work with the family to resolve the situation as quickly as possible. If the situation is not resolved, or if a parent/guardian is uncomfortable approaching the employee, they can request assistance from the Supervisor.
- The parent/guardian may file a written complaint with the Supervisor.

The following information should be forwarded to the Supervisor:

- nature of the complaint
 - outline of relevant circumstances
 - steps already taken to resolve the issue
 - action desired
-
- Within five working days of receiving a written complaint, the Supervisor will work with the family to make a thorough inquiry into the complaint and to prepare a report summarizing the problem, including the discussion with the parent, the Supervisor's recommendations and the actions taken.
 - If the family is not satisfied with the action taken by the Supervisor, the parent may file a written complaint with the Director. The Director will have five working days to review, investigate and respond to the parent's complaint.
 - Contact information is posted on Parent Information Boards and is available on our website.

CONDUCT

Our organization 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 and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to Supervisor/Director.

CONCERNS ABOUT THE SUSPECTED ABUSE OF 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](#)

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/childrensaidd/reportingabuse/index.aspx>

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/childrensaidd/reportingabuse/index.aspx>

issues or concern to bring forward to the licensee and specifically the steps to be followed by yourself as the licensee as well as staff in responding to an issue or concern brought forward by a parent. These steps have been included in your parent handbook which can be added to your policy. thank you

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 three business days. <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 3 days business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<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>-</p> <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</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:
	parents/guardians become aware of the situation.	

Green Cube Childcare

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 the director of the center.

Issues/concerns related to compliance with the requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulations 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 departments, Ministry of environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: Supervisor / Director

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

Site Supervisor: Unknown

Director: Ida Cristina Kolenc: (416) 817-5092 or connect@greencubechildcare.com

Emergency Management Policy

- Green Cube Childcare is equipped with telephone service that is always accessible to staff and can be used to obtain emergency assistance.
- Duties of each staff member in the event of a fire and a fire exit plan is posted at the entrance of the centre and in each classroom.
- Fire drills are conducted every month in accordance with Ontario Regulation 213/07 (Fire Code) made under the *Fire Protection and Prevention Act, 1997* and a written record maintained for at least 12 months from the date of the drill.
- In the event the centre must be evacuated, the Assembly Point is at the "Front Entrance" of the building
- The emergency shelter, in case of evacuation would be at _____
- In the event of a medical emergency, we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify parents immediately after emergency help is called.

On reaching safety, the staff will contact parents by phone to ask them to pick-up children. As soon as reasonably possible during an emergency the supervisor will send an email to all parents informing them of the situation, any applicable instructions and the known next steps.

Where possible, the Supervisor will update the childcare centre's voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Green Cube Childcare

- Green Cube Childcare has an Emergency Management Policy in place which must be reviewed by all staff, students and volunteers prior to the start of employment/ volunteer position, any time there are revisions and annually thereafter.

Arrival & Departure Policy

- Children are signed in and out by staff members upon their arrival and departure.
- We ask that if your child is not going to attend care as per usual that you inform the centre by 10am. This will help us plan for meals, and activities for the day.
- When your child does not attend daycare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, in order to prevent the spread of germs.
- If someone else will be picking up your child, please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID in order to ensure the safety of all children. Children will not be released to unauthorized individuals.
- If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Immunization, Illness & Medication Policy

Immunization

- Updated immunization record must be provided on enrolment to Green Cube Childcare and once enrolled the records must be updated on a regular basis.
- If parents object to immunize their child, a “*Statement of Conscience or Religious Beliefs*” or “*Medical Exemption*” form must be provided.

Illness

- If your child is too sick to attend daycare, please keep him/her at home. The best place for a child to be recuperating from an illness is home.
- If your child experiences any of the following please keep him/her at home until fully recovered, or well enough to participate in normal everyday activities.
- Fever
- Excessive discharge from the mouth, nose, or ears
- Red discoloration of the whites of the eye(s)
- Skin rash
- Abdominal pain, vomiting or diarrhea
- A deep, hacking cough
- Breathing difficulties
- Yellowish discoloration of the or skin.
- Pus filled or oozing cuts over the skin
- If your child is sent to Green Cube Childcare with any of these symptoms or develop them during the day, he/she will be sent back home. You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.
- However, if your child is hospitalized for a long period of time exceptions may be made with presentation of documentation from the hospital.

Green Cube Childcare

Medication

- The staff is not permitted to administer any non-prescription medication to your child unless you provide them with a letter from your doctor indicating his consent and the prescribed dosage.
- Prescription medication must be provided in the original container with the child's name, date, name of the medication and instruction for dosage, administration and storage.
- You will also be asked to complete a Medication Form available with the supervisor and the medication will be administered by an ECE teacher or the Supervisor.

Food & Nutrition Policy

- Nutritious food is essential for a child's development and our menus are prepared based on *Canada's Food Guide* and *Child Care & Early Years Act, 2014*.
- At Green Cube Childcare we provide nutritious snacks and freshly prepared meals and follow a nuts free policy. Weekly menus are available on our website.
- Parents are to provide formula milk and/or breast milk
- It is essential that we are made aware of any food allergies or food restriction for religious reasons. We will attempt to provide alternate food when necessary, however we may not be able to cater to all requirements. Please be sure to discuss this with the Supervisor before your child is enrolled to the Green Cube Childcare.
- Please do not bring any outside food into the childcare center unless approved by the supervisor, as there may be staff, children or parents with life-threatening allergies.

Sleep Policy

- Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "*Joint Statement on Safe Sleep: Preventing Sudden Deaths in Canada*" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise. Green Cube Childcare ensures all children are placed for sleep in a manner consistent with these guidelines.
 - It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of Sudden Death Syndrome (SIDS), however; parents may request otherwise with a doctor's written recommendation and this must be documented on the Enrolment Form.
 - Parents will indicate in the Enrollment Form what the child is to use during nap time (i.e. light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap.
 - Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled at the Centre, upon transition to another classroom or upon a parent's request.
- Children older than 12 months must be placed for sleep in a manner advised by the parents.
- A staff is physically present in the sleep room to supervise the children and conduct physical checks.
- Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing and turning, etc.) will be completed for all age groups and documented as follows:
 - Toddlers – direct visual and physical sleep checks every 15 minutes
 - Preschool/ School Age – direct visual and physical sleep checks every 30 minutes
- Any change in a child's sleep pattern must be documented in the child's daily report to inform parent(s) of this change and may require that the child is monitored more frequently during sleep.
- Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
- Each child in care will have a crib or a cot labelled with their name with a crib/cot sheet. No child is to be put in a crib or on a cot without a clean bedsheet.
- Sleep time will not exceed two hours in our toddler, preschool or school age classrooms
- Arrange children's cots in a head to foot formation with the cot 1.5 feet apart and with an aisle of at least 3 feet to ensure children and staff can safely evacuate in case of an emergency.

Green Cube Childcare

- Make sure you can always see the child's face while sleeping; blankets and sleep toys must never cover a child's face.
- Staff, students and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position, any time there is a revision and annually thereafter to ensure understanding.

Serious Occurrence Policy

- The safety and wellbeing of our children in licensed childcare center programs is of highest priority and we work diligently to provide a safe, creative and nurturing environment for the children.
- Despite all the best precautions, serious occurrences can sometimes take place.

What is a Serious Occurrence?

- death of a child
 - abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare
 - a life-threatening injury to or a life-threatening illness of a child who receives childcare
 - an incident where child receiving childcare goes missing or is temporarily unsupervised
 - an unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children
- The Ontario government has introduced a policy that requires licensed childcare centers to post information about serious occurrences that happen at a center effective November 2011. To support increased transparency and access to information, a *Serious Occurrence Notification Form (SONF)* must be posted at the centre or home daycare location in a visible area for at least ten business days.
 - A report is provided to a program adviser of any serious occurrence within 24 hours

Child Abuse/ Neglect Policy

- Our goal is to provide a safe and happy learning environment for the children enrolled in our day care program. Children must be treated with respect. Self-respect is important in the healthy development of children.
- We do not allow or tolerate physical/ verbal abuse:
 - of one child to another
 - of a child by a member of the staff
 - of a child by a parent
- Every person in Ontario is required under the *Child and Family Services Act* to report his/her belief that a child may need protection. "A person who believes, on reasonable grounds, that a child is or may be in need of protection shall forthwith report the belief and information, upon which it is based to a society."
- The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a day nursery" to report suspicion of child abuse. If in the course of our professional duties, the supervisor and/or the staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, is reported immediately to the Child Protection Agency.
- We cannot judge or decide what child abuse is, we must leave that to the agency worker.
- We are not allowed to contact the parents first.
- In the unlikely event an agency worker calls you; we can assure you that utmost confidentiality would be maintained by the staff. Only those individuals directly involved would know of the call and once the agency has investigated and closed the case, the matter would be ended as far as we are concerned.

Green Cube Childcare

- We would not refer to it again and we hope it would make no difference in the close, supportive relationship we have with all our parents.

Behaviour Management Policy

- Our expectations for the children are developmentally appropriate and respond to the needs of the child and the program.
- Expectations are consistently enforced so that the children know what is or isn't acceptable.
- The staff is expected to comply with the Green Cube Childcare Centre's stated policies and procedures and the requirements of the CCEYA - 2014 with respect to Behavior Management.
- Failure to comply could result in a verbal warning or disassociation with the centre. This policy applies to all staff, students and volunteers.

Accident Report

- If your child has an accident while in our care, the staff will fill out an accident report form for you to read and sign when you arrive to pick up your child.
- Parents are provided a copy of the accident report of their child.
- These reports are kept in the child's file.

Outdoor Play

- Outdoor play is very important for the children and is a big part of our program. The children will enjoy our lovely, secure play yards twice a day.
- Parents are required to ensure that their child is properly dressed for the weather.

Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Supervisor or Designate.

Winter Weather (including wind chill)

Age Group	Temperature (Celsius)	Duration of each Outdoor Playtime
Infants	-5 degrees or warmer	Full hour
	-6 to -20	Reduced outdoor time
	Below -20	No outside time
Toddlers, Preschool, Casa,	-15 degrees or warmer	Full Hour

Field Trips

- Field trips and walks are a regular and carefully supervised part of our program.
- Walks in the neighborhood are often taken without previous planning.
- Field trips beyond the immediate neighborhood will be notified in advance.

Clothing & Toys

- Please make sure that your child is dressed appropriately according to the weather conditions as the children go outside for two hours every day.
- All children will require a change of clothes and a naptime blanket to remain at the Centre.
- Parents also need to provide a pair of indoor shoes in the winter so that the child can remove the boots; bare feet is not permitted in the centre for safety reasons.
- Please encourage your child to leave their toys and treasured possessions at home so they do not get lost or broken. However, if your child requires a special toy at rest time, they may bring it in a bag with their name on it.
- Please make sure your child's belongings are labelled to prevent loss.
- The Centre will not be responsible for lost items.

Green Cube Childcare

Inclement Weather Policy

- Green Cube Childcare implements an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous.
- Our foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centre.
- In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services.
- On severe weather day's we ask all our families to please call the centre before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

Access to Child & Premises Policy

- Green Cube Childcare will ensure that we do not prohibit a parent from having access to their child at our program or from accessing the premises when their child is in care except on reasonable ground that the parent does not have a legal right of access to the child or if the parent is behaving in a disruptive manner.
- If it is an emergency, call 911 immediately.

Parent Code of Conduct

- We all have the right to be safe and feel safe in our community. Green Cube Childcare Centre's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers and teachers.
- These standards apply whether they are on the Centre's property or at centre-sponsored events and activities.
- All members of the Green Cube Childcare community are to be treated with respect dignity regardless of race, creed, sexual orientation, disability or any other ground protected by *Ontario's Human Rights Code*
- All adult members have the responsibility to act as models of good behaviour.
- Foul language (swearing, name calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed on centre property or at centre functions.
- Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us.
- All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.
- Any pictures taken at the centre or during centre events are for the private use of Green Cube Childcare families only. These pictures cannot be posted in on-line photo albums or social media.

Communication Policy

Green Cube Childcare

- We have an open-door policy with parents, as this is one of the key components in developing a child's future.
- We are always open to questions, comments or suggestions for the betterment of the program.
- If you need to contact Green Cube Childcare for any reason, please feel free to call 519 208 5437. If you get our voice mail, please do leave a message, as often we are out or busy with children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance.
- We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to two per day, as they do disrupt the program to pull a teacher out to speak over the phone.

Smoking Policy

The *Smoke-Free Ontario Act* came into effect on May 31, 2006, prohibiting smoking in enclosed workplaces and public places, to protect workers and the public from second-hand smoke. Smoking is prohibited in a daycare licensed under the *Child Care and Early Years Act* and as such no lighted tobacco can be brought onto premises of the daycare centre or on the playground.

The centre's operator is responsible to:

- ensure that everyone is aware that smoking is prohibited.
- remove ashtrays and any object that serves as one.
- ensure that no one smokes on the premises.
- ensures that a person who does not comply, does not remain on the premises.
- post No Smoking signs at all entrances, exits, washrooms and other appropriate location.