



Our Children, Our Future
Nos enfants, notre avenir

Your Daycare Centre



Revised: September 2017

PARENT HANDBOOK

Table of Contents

Our Staff.....	1
Our Licensed Daycares	1
Our Vision.....	2
Our Values.....	2
Program Statement	3
Introduction.....	4
Early Years Play-Based Learning.....	4
Enrolment	5
Admission.....	5
Hours of Care	6
School Age Program.....	6
School Age Special Programs.....	6
Attendance.....	7
Sick Children	7
Health Policies and Practices.....	7
Family Dynamics	8
Arrival	8
Departure and Lateness.....	8
Secured Entrance.....	9
Program.....	9
Daily Schedule and Program Plans	9
HiMama Program.....	10
ASQ and Triple P	10
Snacks and Lunches.....	10
Rest Period.....	10
Expectations of Learning and Care.....	10
Aggressive Behaviour	12
Emergency Procedures.....	12
Emergency Management	12
Inclement Weather / School Closing / School Staff Strike	12
Clothing.....	13
Personal Items	13
Field Trips / Excursions.....	13
Birthdays.....	13
Transportation.....	13
Inclusion.....	13
Medical.....	14
Immunization Record.....	14
Medication	14
Allergies	15
Fees	15
Payment of Fees	15
Late Payment and Past Due Fees.....	16
Fees During Absences	17
Late Pickup Fees.....	17
Subsidy	17
Withdrawal.....	17
Abuse and Neglect.....	18
Family Concern/Complaint Process.....	19
Getting Involved	21
Volunteers and Students.....	21

Our Staff

In all of our Daycares, we have qualified Supervisors and Early Childhood Educators that are registered with the College of ECE. The College is a professional self-regulatory body for early childhood educators formed to protect the public interest and focused on quality and standards in the practice of early childhood education. We also have educators that have a diploma in a related field. All of our staff need to abide by the Code of Ethics and Standards of Practice.

Our Licensed Daycares

Alliance St-Joseph
3634 Errington Street
Chelmsford, ON
705-855-7661

C.R. Judd
8 Lincoln Crescent
Capreol, ON
705-885-1650

Jean-Paul II
2965 Hope Street
Val Caron, ON
705-897-2983

St. Charles
26 Charlotte Street
Chelmsford, ON
705-855-4859

St-Paul
185 6th Avenue
Lively, ON
705-692-4002

Chelmsford Public
121 Charlotte Street
Chelmsford, ON
705-855-1115

Félix Ricard
691 Lasalle Boulevard
Sudbury, ON
705-525-1616

Sacred Heart
128 Park Street
Espanola, ON
705-869-3171

St-Dominique
2096 Montfort Street
Sudbury, ON
705-521-1033



Our Vision

Empowering and supporting children as well as families to foster a healthy future for our communities.

Our Values

Development

Improving the well-being of children and families through a dedication to lifelong learning through play.

Inclusiveness

Providing an open, welcoming and safe environment for all based on mutual respect.

Collaboration

Meeting our common goals through communication, flexibility and partnership.

Excellence

Providing innovative solutions through qualified professionals while upholding accountability for our high standards of quality.



Program Statement

Our Children, Our Future/Nos enfants, notre avenir is guided by its vision statement of "Empowering and supporting children as well as families to foster a healthy future for our communities" and its values of development, inclusiveness, collaboration and excellence. Our values are based upon the Four Foundations (Belonging, Well-being, Engagement and Expression) of "How Does Learning Happen?" and embedded in our everyday operations.

Development

Improving the well-being of children and families through a dedication to lifelong learning through play.

- We support children's and family's development with diverse opportunities to learn through play.
- We provide your child with opportunities to follow their natural curiosity through meaningful explorations and experimenting, playing, inquiring and creating with their body, mind and senses.

Inclusiveness

Providing an open, welcoming and safe environment for all based on mutual respect.

- We offer a safe, healthy learning environment where everyone's well-being is a priority.
- We respect that every family is unique and we embrace all diversity in its many forms.
- We believe that everyone has the right to express themselves and communicate in an open and positive manner.

Collaboration

Meeting our common goals through communication, flexibility and partnership.

- We believe in providing support to our programs and families in collaboration with our community partners.
- We value your knowledge and welcome your participation in our programs which will help children and families to reach their full potential.
- We provide a positive atmosphere in which everyone is welcome to explore and grow at their own pace.

Excellence

Providing innovative solutions through qualified professionals while upholding accountability for our high standards of quality.

- We believe children, families and our personnel as being competent, capable, curious and rich in potential.
- We are lifelong learners who value continuous professional development at all levels and provide our personnel with opportunities to access training to maintain the high quality of programs.

Introduction

Our Children, Our Future/Nos enfants, notre avenir (OCOF/Nena)'s Daycares play an important role in supporting children's learning, development, health, and well-being. Evidence shows that children succeed in programs that focus on active learning through exploration, play and inquiry. Children thrive in programs where they and their families are valued as active participants and contributors.

How Does Learning Happen? is Ontario's Pedagogy for the early years and is a key component of Ontario's vision. How Does Learning Happen? helps educators focus on the interrelationships between family, educator and environment. This framework is organized around four foundational conditions that are important for children to grow and flourish. Belonging, Well-being, Engagement, and Expression are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography or setting and are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

(Please see <http://www.edu.gov.on.ca/childcare/pedagogy.html> for further information on How Does Learning Happen?)

Early Years Play-Based Learning

We offer an early year's play-based learning environment which is a way of planning curriculum that is based on the children's interest and passion. Children thrive and learn best when their interests are captured. Planning a play-based curriculum requires observation, documentation, creative brainstorming, flexibility and patience on the part of the Early Childhood Educator. In short, it is a child-directed and Educator facilitated approach to planning the curriculum. The play-based curriculum process starts when an educator sees an interest in the child. Once the interest has been identified, the educator brainstorms different ways for the children to study the topic in depth. Rather than a lesson plan, the educator ends up with a "road map", webbing all the activities together creating a road map full of possible journeys with no end in sight. The end comes when the children have moved their interest to another topic and a new interest has again been identified.

Enrolment

A parent orientation will be arranged to familiarize you and your child with the surroundings, answer questions and complete the admission forms prior to enrolment. Once completed, a start date will be confirmed with the family. You are encouraged to stay for a little while for the first few days in order to reassure your child and to minimize fear until you both become more comfortable.

When registering your child(ren), you will need:

- child's immunization card or a copy of a Statement of Medical Exemption Form or a Statement of Conscience or Religious Belief Form;
- child's Health card number (optional);
- if a student, a photocopy of your official class schedule;
- a copy of any custody documentation that may be required by the organization and completed forms.

Parents will be asked to accept and adhere to the payment of fees procedures included in this handout.

Admission

All children must be registered on the City of Greater Sudbury's Childcare Registry prior to admission in our centres. The Supervisor/designate accesses the registry on a regular basis to view the children on the waitlist and ensures to maintain the privacy and confidentiality of the children listed. Parents/guardians can call the Supervisor at the centre to see where they are on the waitlist.

Enrolment in our centre is based on the following criteria:

- Children of OCOF/NENA employees;
- Group dynamics;
- Children who attend the school in which our centre is located;
- Siblings of current registered children;
- Children of teachers who work within the school in which our centre is located;
- Availability;
- Transfers;
- Previous clients in good standing.

Admission to our Infant Programs is prioritized based on full-time care over part-time care.

Hours of Care

OCOF/Nena Daycares are open Monday through Friday, except for the following statutory holidays. Although the Daycares are closed for statutory holidays, **PARENTS ARE REQUIRED TO PAY THEIR DAILY FEE** for these holidays (with the exception of Easter Monday) as per child's schedule.

New Year's Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving
Easter Monday	Christmas
Victoria Day	Boxing Day
Canada Day	

Over the Christmas holidays, depending on the demand for services, the organization may choose to close. You will not be billed these days.

Our hours of operation reflect the needs of the community. All children must be picked up at the Daycare by closing time. Failure to comply will result in a **LATE FEE CHARGE**. (See Late Fees)

Rates are set according to the number of hours of care used.

School Age Program

School age program for children attending school on a full time basis are available from the first day of school to the last day of school excluding the Christmas Holidays and the week of March Break. Professional Development Days are invoiced at the daily rate based on the child's regular schedule for that specific month.

Please note that if a child is suspended from school, he/she cannot attend Daycare.

School Age Special Programs

Special programs will be offered at Daycares where enrolment permits. Special programs may be available during the Christmas Holidays, March Break and in the summer.

- Please submit enrolment for the Christmas program by the Friday of the last week of November.
- Please submit enrolment for March Break program by the Friday of the third week of February.
- Please submit enrolment for summer program by the Friday of the last week of May.

All scheduled enrolments or special programs will be invoiced as per our fee policy.

Attendance

Parents are required to notify the Daycare any time their child will not be in attendance due to illness, holidays, or other absences. To ensure the safety of children, parents must accompany their child into the playroom. Please advise the daycare if another person will be picking up your child, otherwise we will not release your child into that person's care. The authorized person picking up your child must show valid identification.

Sick Children

To ensure the well-being of all children, the Daycare cannot accept a child who is ill. At times it can be difficult for a parent to determine if their child is well enough to attend the Daycare. In those instances, here is a general rule to apply: if the child is too ill to participate in regular indoor and outdoor activities, then the child is too ill to attend. Children who display the following symptoms: unusual spots or rashes, discharge from the eyes, severe breathing difficulty, earache, fever above 101°F, repeated diarrhea or vomiting, head lice or nits, or any other symptoms indicative of a contagious disease may be asked to see a doctor before returning to the Daycare.

If a child becomes ill at the Daycare, we will try to remove them from other children (but not always possible) and one staff will remain with the child and provide temporary care until parents/guardians can be contacted and arrangements made to have the child picked up within an hour.

Children are screened for head lice and nits on a weekly basis. Should nits or head lice be found in a child's hair, parents/guardians will be immediately contacted to pick up the child. If possible, the child will be separated from other children and one staff will remain with the child until the child is picked up. Any child who has been excluded due to head lice or nits will be screened before being readmitted to the Daycare.

We recognize that our policy may cause some difficulties for some families (missing work, etc.) however we feel that only with consistent application can we provide the safest and healthiest environment for your child. We recommend that all families try to have an emergency backup plan in place for the times when your child needs to be at home.

Health Policies and Practices

Many of these are determined by the Child Care and Early Years Act as well as the Sudbury District Health Unit. These policies are created for the benefit of the child who is ill, as well as in consideration of other children and staff that may become ill.

The child who is ill must be absent for at least 48 hours after their last bout of vomiting and/or diarrhea before returning to Daycare unless otherwise directed by the Sudbury District Health Unit.

We have sanitary practices that all personnel follow. These hygienic practices, including hand washing, cleaning and disinfecting toys, equipment and furnishings, have been established as part of the daily routines.

Family Dynamics

Personnel must be able to reach you at all times in case of an emergency (i.e. illness, accident). If there is a change in your home or work numbers please inform the Supervisor.

Arrival

Children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. This assists us in the planning for our staff. A parent or authorized person must accompany and stay with the child until all outdoor clothing has been removed and placed in the locker area.

Departure and Lateness

Always ensure the educator knows that you are dropping off or picking up your child. It is your responsibility to note the arrival and departure times on the attendance sheet next to your child's name.

In the event where a parent has the sole custody of the child, a copy of the court order must be provided to the center. Only then can personnel staff refuse to release the child in the care of the other parent.

When you have not alerted the Daycare that you are going to be late and have not picked up your child at closing time, the following steps will be taken:

- The Staff will attempt to reach the parent and then the emergency contacts.
- Once they have exhausted all possible avenues and one hour after the closing time Children's Aid Society will be contacted.

Secured Entrance

Where a security entrance is installed, the entrance to the Daycare is locked at all times. To ensure the safety of the children, parents must call the playroom and identify themselves. Personnel will then activate a buzzer that will unlock the doors. Please note that if a member of the personnel is attending to a child or a situation, your call may not be answered immediately and you may have to wait.

Program

All of our Daycares are licensed by the Ministry of Education.

The educator, in consultation with the parents, will monitor the child's transition to the next age group according to age and maturity level.

During summer and Christmas holidays and subject to attendance, the Daycare may choose to have children assembled into a single group with others of all ages (family grouping).

Daily Schedule and Program Plans

Program plans are created through observations and are based on the needs and developmental levels of the children enrolled. Through careful observations and discussions with family members, programming will be based on children's interests and natural curiosity. Daily reflection will help guide quality educators in meeting the uniqueness of each child. The learning should be evident in the playroom.

Each childcare program has its own routine and daily schedule. Throughout the day, children will have the opportunity to:

- enjoy healthy and nutritious snacks and lunches;
- discover and experiment;
- explore nature and natural materials around them;
- foster self-help and independence skills and learn about self-regulation;
- enhance math and science as well as language and literacy;
- foster creativity through many means;
- communicate and socialize in a positive environment;
- appreciate the beauty in diversity, equity, and inclusion;
- practice life skills;
- laugh, sing, and enjoy life.

HiMama Program

HiMama is one of the communication tools used by our educators to record activities on their tablets as they happen throughout the day to keep the parents informed on everything from nutritional information to fun moments and learning activities. It provides the parents with real-time email updates and access to their child's experience in our program with photos stored safely and securely in a journal format that they can access from home or on the go through HiMama's mobile apps.

ASQ and Triple P

We utilize a screening tool called Ages and Stages Questionnaires (ASQ) for all age groups. As child care professionals, we know how important it is to regularly check children's development. ASQ makes it easy to share children's strengths with families and it's also an easy way to learn about their child's developmental milestones.

Through our Positive Parenting Program (Triple P) we are able to assist families who are in need of additional support with positive parenting. <https://triplepsudbury.ca/>

Snacks and Lunches

Planned menus for the current and the following week are posted on the parent's bulletin board. To ensure a good start for all the children, we offer a breakfast, a lunch, and an afternoon snack.

All menus are planned per the Canadian Food Guide to ensure the proper growth and development of the children.

Rest Period

According to the Child Care and Early Years Act, children are required to rest for two hours daily. However, those children who are not sleeping after thirty minutes will be allowed to get up and participate in a quiet supervised activity, allowing others to continue to sleep.

Expectations of Learning and Care

Children need to understand what is expected of them. To aid educators, students and volunteers in establishing expectations/limits and to know when to intervene in a situation, the following three guidelines must be enforced:

- children's rights: the right not to be hurt, the right to possessions and the right to justice;
- the specific behaviour is not harmful to other people;
- the specific behaviour is not harmful to the environment, animals or objects.

Children are disciplined in a positive manner and at a level that is appropriate to their action and their ages. Educators set clear and sensible limits that are well-defined and age appropriate.

- We will redirect the child when necessary to help them play more constructively;
- We will deal with the situation in a positive manner and try to reflect the feelings of the children involved;
- We will give the children warnings about unsafe conduct and inappropriate behaviours, and will explain that they will be removed from the situation if necessary. If child is removed from the situation, the educator will approach the child after he has calmed down, in order to attempt re-introducing the child into the group again;
- We will comfort the child and administer necessary first aid if required;
- We will talk to the child who displayed the behaviour using "I" messages and give the child the opportunity to speak while listening actively. The educator, student or volunteer will ensure that expectations and limits are clearly defined;
- Should the child need some time to himself, we can try to provide this time.

As a role model for the children, our educators, students, volunteers and the community live and promote the following guidelines in their interventions with the children:

- active listening (eye contact/get down to their level/react accordingly/wait for them to finish);
- communicate effectively (be honest and respectful, treat children with dignity);
- express your feelings without threatening the child; use "I" messages followed by clear expectations of what behaviour you would like to see; avoid concentrating on the misbehaviour;
- believe in the child; tell them that you know they can succeed;
- perseverance/repetition;
- empathy; show them that you love them;
- give choices/let them live the consequences of their actions if it will not hurt them in any way;
- be positive and optimistic;
- forgive and forget;
- change the environment – prevention is the best method;
- teach appropriate behaviour that will achieve the same function (i.e. child wants attention – encourage and praise him when he is behaving appropriately).

It is recognized that in some extreme situations, wherein a child is endangering himself/herself or others, educators may find themselves having to respond to a crisis situation using physical guidance as a method to defuse and/or de-escalate a volatile situation. OCOF/Nena does not approve of the use of any form of restraint but recognizes there are times when children are at risk of hurting themselves or others. These guidelines reinforce the need to ensure that children are supervised and safe at all times.

****Should this occur, a Serious Occurrence Report
will be filed to the Ministry of Education.****

The educators help guide the children towards self-discipline and respect for others. Corporal punishment, harsh and degrading measures of discipline in any form, deprivation of a child's basic need or confinement is **NOT** permitted.

On-going incidents will be recorded if necessary and discussed with the parents, educators and supervisor in order to develop common goals and a plan of action. Specialized agencies may be involved to assist staff, families and children. If a child requires a behaviour management plan, the plan will be signed off by the parent, the primary educator and others (as necessary) prior to implementation.

Aggressive Behaviour

Parents/guardians are expected to use non-violent means to resolve conflict (Bill 168). Physically aggressive behaviour is not a responsible means for problem solving. Insults, disrespect, and other hurtful acts which impedes on the rights of others is **NOT** permitted.

Emergency Procedures

Fire drills are conducted once a month. During fire drills, the children are taken outside the Daycare, weather permitting, and to a designated area. In the event of a major emergency that requires evacuation of the building, arrangements have been made to take all the children to the designated shelter. Every effort will be made to notify all parents that an evacuation has occurred. Parents will be required to pick up their children at the evacuation site as soon as possible. The designated shelter location is indicated on the "Emergency Procedure" posted in each playroom.

We participate in school's lockdowns and procedures at least 4 times a year. If there is an actual lockdown, parents will be notified by telephone or media.

Emergency Management

Our centres have an Emergency Management policy to assist personnel to respond to on-site emergencies in a timely and effective manner. The policy identifies potential emergencies and provides procedures to reduce effects of an emergency or disaster. If an emergency occurs, parents will be notified by telephone, email, HiMama, social media, or radio.

Inclement Weather / School Closing / School Staff Strike

In the event of school buses being cancelled due to inclement weather and the schools remain open, the Daycares will remain open their regular hours. In the event of the school closing, the Daycare will also be closed. If the school closes during the day, the Daycare will also be closing. All parents will be notified and advised to pick their child up within the hour. In the event of

school staff striking, the Daycare will remain open for the children registered in the Daycare program.

Clothing

Children's clothing should be marked to prevent loss and confusion. An extra sweater or jacket left at the Daycare will ensure adequate protection to meet weather changes. As well, a complete change of clothing must be kept in the child's locker at all times.

In accordance with the school's policy, each child is required to have a pair of indoor running shoes that are non-marking and outdoor shoes. Children who are not yet fully toilet trained must have an adequate number of clothing changes/diaper and baby wipes for each day.

Personal Items

All articles of clothing and other items belonging to your child must bear his or her name. We are not responsible for lost or stolen articles.

Field Trips / Excursions

The children go on field trips occasionally throughout the year as a means of expanding learning opportunities. Prior to any trips off the center's property, except for neighborhood walks, parents must sign a consent form provided by the Daycare.

Birthdays

Children's birthdays will be acknowledged and celebrated. Parents are welcome to join in.

Transportation

It is the parent's responsibility to contact the school board transportation department to make transportation arrangements for their child. Parents must insist that the bus drop the child off in the Daycare's yard. You must notify the Daycare if your child will be absent or if he/she is not dropped off at the Daycare after school.

Inclusion

The Daycare works in partnership with local providers and families to ensure the successful integration of all children into our program. A community support worker may be provided to facilitate the integration of children with special needs. All possible modifications will be made to promote the full participation of all children to the program regardless of specific abilities and needs.

Medical

Immunization Record

All children are required to be immunized, as recommended by the local Medical Officer of Health. A record of the child's updated immunization record must be submitted upon enrollment in the Daycare for infants, toddlers, and preschoolers. A child will not be able to attend daycare until we receive their current up-to-date immunization record or a copy of a Statement of Medical Exemption Form or a Statement of Conscience or Religious Belief Form which can be found on Service Ontario Central Forms Repository website www.forms.ssb.gov.on.ca

The Sudbury & District Health Unit is required by law to keep an immunization record on every registered child in a daycare in the area and review it annually.

As a parent/guardian, it is your responsibility to provide the Health Unit with a complete record of your child's vaccination record and provide updates as your child receives further immunization.

A child who has been exempted from a vaccination is considered susceptible to the disease or disease for which the vaccination offers protection. The child may be subject to exclusion from the daycare if the local Medical Officer of Health advises exclusion as a disease control measure. Parent/guardians will be informed that they may be placing their child and others at risk of serious illness should he or she contract a disease that could have been prevented through proper vaccination.

Medication

The staff will only administer medications which have been prescribed or authorized in writing by your physician. As per the Child Care and Early Years Act, staff **CANNOT** administer a non-prescribed drug unless accompanied by a note from your physician. Over the counter medication (ex. Tylenol) will be administered for fever (provided we have a note from your physician) to make the child a little more comfortable until the parents picks them up (within 1 hour). Ongoing medication prescriptions need to be revised annually.

The medication will be administered only from the original container, clearly labeled by a doctor or pharmacist with the child's name, physician's name, drug, dosage and expiry date. A consent form must be completed for each medication.

The educators **CANNOT** administer a new medication. It is the parents' responsibility to ensure that all medications are introduced before the child's return to the centre (usually 24 hours).

With parent's written permission, the personnel will apply sun screen lotion and/or insect repellent to the children's body parts exposed to the sun prior to outdoor activities. A yearly written consent is required or when there is a change in the product used.

Allergies

Parents will complete the designated form indicating their child's allergies or food intolerance to ensure their child's safety. Whenever possible, the Daycare may provide substitutes for any food items that children are allergic to. Severe allergies will be taken care of on an individual basis. Given the wide variety of food allergies, bringing food/snack items into the Daycare is **NOT** permitted. The only exception is parents from the infant program. A current allergy list is posted in the kitchen and in the playroom.

Anaphylaxis: With parental consent, personnel will take a picture of their child to attach to an individual emergency plan completed by the parents with the Daycare. As per the Child Care and Early Years Act, they also must provide the Daycare with at least one Epi-pen prescribed by a physician. Failure to provide medication will result in the removal of the child from the Daycare until the medication is available at the Daycare. We recommend also that your child have a Medic-alert bracelet. If the child is no longer anaphylactic, a letter from the physician must be provided to the Daycare where it will be kept on file.

Fees

Payment of Fees

Since childcare fees are set to cover operational expenses of the Daycare, **the payment is due on the 25th of the month for the prior month.** The statement will include all the days the child is enrolled for the month. It will also include the Statutory Holidays and the Professional Development Days at the daily rate based on the child's regular schedule for that specific month. **No refunds will be granted for absences or sick days.**

In order to maintain your space at our centre, families that have not utilized services in the month will be charged a minimal fee. For school-age children, the fee is equivalent to the before school rate. For toddlers and preschool children, the fee is equivalent to a part-day rate.

We strongly encourage payment of invoice on-line. This service is available at the teller, ATM, by phone, or internet banking for clients of the following financial institutions:

- Desjardins;
- Scotia Bank;
- Royal Bank of Canada (RBC);
- Bank of Montreal;

- CIBC;
- President's Choice Financial;
- TD Canada Trust.

Please note that in order to use this system, you must enter "**Our Children, Our Future**" in the service provider list. You will then be required to enter your reference number, which is the **4-6 digit Record Number located in the upper right corner of your invoice (beneath the date)**.

Cheques or money orders (payable to Our Children, Our Future) are also accepted. Cash payments must be made in person at 201 Journeys Street (head office for OCOF/Nena).

Please note that a receipt for tax purposes is issued annually to the **INDIVIDUAL** who made the payments.

Late Payment and Past Due Fees

Any unpaid amount by the due date will be subject to an annual interest rate of **24%** and this will continue until the balance is paid in full.

Furthermore, in the event the account is not paid in full by the 25th of the month, the organization will be obligated to notify the parent/guardian. At this time, the parent must make a payment before the last day of the current month. **If payment is not received by the last day of the month, childcare services will be denied on the 1st working day of the following month.**

After services have been denied, if the parent's account remains outstanding and no prior arrangements have been made with the Director of Childcare Services, a registered letter will be mailed to inform the parent/guardian that a collection agency will be contacted to further ensure that a payment will be made. This action will result in an additional **\$30.00** fee added to the invoice in order to cover the associated costs.

Families that have been sent to the Collection Agency who requires services, will be required to pay all outstanding amounts and or bad debts. Furthermore, all future payments will be required to be paid in **advance by the 1st of the month** for the month and payments must be received by cash, certified cheque or money order.

Please note that all NSF cheques will result in a **\$30.00** fee charged to parents which will be added to the invoice to cover the associated charges from the financial institution as well as OCOF/Nena administration.

Fees During Absences

As mentioned above, the Daycare fees are payable on days when the child is absent due to illness or vacation. However, each child enrolled in the Daycare full time (5 days per week for the month) will be credited **10** days per year from September 1 until August 31 where no fees will be charged. **Credit days do not apply to school age children, subsidized children, and part-time children.**

Late Pickup Fees

A parent or authorized person must pick up the child before the Daycare closes. If the parent or authorized person has not contacted the Daycare by closing time, the staff will call the emergency contacts whose names appear on the registration forms to pick up the child. A late fee of \$1.00 per minute will be added to your next childcare statement.

Subsidy

Some families qualify for childcare subsidies. For further information, please contact:

- City of Greater Sudbury's Children's Services at 671-2489, ext. 4279 or
- The Manitoulin-Sudbury District Services Board at 862-7850 for Espanola area and Sudbury East.

A representative of the Children's Services will carry out a financial evaluation in order to determine if you qualify. It should be noted that you must inform the representative of any change relating to your situation (ex: marital status, employment changes, wages or address).

Parents who qualify for Daycare Subsidy are responsible for renewing their authorization before it expires. Any fees not covered by the Subsidy are the parents responsibility and are payable on the 25th day of the month. **If your child doesn't utilize the services during an entire month, parents will be charged a fee equivalent to a before school rate for school age children, or a partial day rate for a toddler or preschooler. Please note that subsidy will not cover this fee.**

Withdrawal

Parents are required to give a minimum of **two weeks** written notice prior to withdrawing the children from the Daycare or they will be invoiced for the two weeks.

Services may be terminated if:

- The program does not meet your child's needs.
- Policies and procedures are not followed.
- Your account is in arrears.

If a child is absent without notification to the Daycare for two consecutive weeks he/she will be discharged from the Daycare and the space will be filled. If services are needed again, parents are required to register with the City of Greater Sudbury childcare registry and for the DSB area; parents will be required to put their child on the centre's waitlist.

Abuse and Neglect

The Ontario Child and Family Services Act (CFSAs) recognize that each person has a responsibility for the welfare of children. It states clearly that members of the public including professionals working with children have an obligation to report promptly, to a Children's Aid Society (CAS), if they suspect that a child is or may be in need of protection. CFSAs.72(1) A child in need of protection is a child that has experienced physical, sexual or emotional abuse, neglect or is at risk of harm.

As professionals in the field of Early Childhood Education, we are obligated to contact the CAS if we have reason to believe that:

A child has suffered physical harm, which includes:

- failure to adequately care for, provide for, supervise or protect the child
- a pattern of neglect in caring for, providing for, supervising or protecting the child

There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or cause by or resulting from that person's:

- failure to adequately care for, provide for, supervise or protect the child
- a pattern of neglect in caring for, providing for, supervising or protecting the child

A child has been sexually molested or sexually exploited by anyone or there is the knowledge of a risk of a child possibly experiencing sexual molestation or sexual exploitation by anyone.

A child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment. A child has suffered emotional harm demonstrated by serious:

- | | | |
|------------------------|---|---------------|
| ▪ anxiety; | ▪ depression; | ▪ withdrawal; |
| ▪ developmental delay; | ▪ self-destructive or aggressive behavior | |

and there are reasonable grounds to believe that emotional harm results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child including refusal or unavailability or inability to consent to services or treatment to remedy or alleviate the harm.

A child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.

The CFSA recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions and so it makes it an offence to fail to report. CFSAs.72(4),(6.2)

Any professional who fails to report a suspicion that a child is or may be in need of protection duties, is liable on conviction to a fine. The professional's duty to report overrides the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional. CFSAs.72(7),(8)

THANK YOU for your understanding of our professional obligations and responsibilities.

Family Concern/Complaint Process

Our Children, Our Future/Nos enfants, notre avenir (OCOF/Nena)'s goal is to provide families with quality and respectful services. From time to time, situations occur where families feel they need to express their concerns and or complaints.

The following process has been developed to help families resolve conflicts or difficult situations and provide OCOF/Nena an opportunity to respond and improve their services.

Option #1

Step #1

We would encourage you to discuss your complaint directly with the staff member. If a solution to your complaint is not satisfactorily resolved at this stage, you can ask to speak to the Supervisor/Manager.

The Supervisor/Manager will work with you to try and find a solution to your complaint. The Supervisor/Manager will conduct a review of the situation within 5 working days. If the situation is still not resolved to your satisfaction you can request to speak to a Director, moving to Step #2 or Step #3 as applicable.

Step #2

The appropriate Director will conduct a review within 5 days of receiving the complaint. If the situation still remains unresolved, you can speak to the Executive Director, moving to Step 3.

Step #3

The Executive Director will conduct a review within 10 days of receiving the complaint. If the Executive Director is unable to find a resolution, it will be sent to the President of the Board of Directors, moving to Step 4.

Step #4

The President of the Board along with the Executive Director will meet with you within 2 weeks to attempt to resolve the issue. Within 10 days of this meeting, the Board's decision will be communicated to you in writing. If this final step does not bring about a satisfactory resolution to the situation, the President of the Board will advise you in writing the steps to an external complaint process.

Option #2

Complete the online Family Concern/Complaint Form. This form can be submitted anonymously, however if you are expecting a response, please provide your name and contact number. Submit the form to the email address indicated on the form.

If you choose to have your complaint reviewed outside of the organization, you can direct your concern to any of the following:

City of Greater Sudbury

Director, Children's Services
705-671-2489

Manitoulin-Sudbury District Services Board

Director, Children's Services
705-862-7850

Ministry of Education

Early Years Division
1-877-510-5333 or childcare_ontario@ontario.ca

Getting Involved

Volunteers and Students

OCOF/Nena are pleased to accept volunteers and students in our Daycares.

Volunteers (18 years and older) are required to adhere to the same policies and procedures as all other personnel working within the organization including that of schedules, sick time, workplace health & safety, treatment of clients, child health & safety, etc.

Before commencing a placement, students are required to take part in an orientation process with the site Supervisor and adhere to our policies and procedures. Every volunteer or student is supervised by an employee at all times.

As per the Child Care and Early Years Act, direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the organization as well by a person under the age of 18.

If you would like more information about the programs offered by OCOF/Nena please visit our website at:

www.ocof.net



