



# Mapleton Preschool

## PARENT & GUARDIAN INFORMATION AND POLICIES MANUAL

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## **Program Statement & Implementation Policy:**

Mapleton Preschool is dedicated to providing a warm and nurturing environment, allowing children the freedom and encouragement to discover the world around them.

### **Our View of Children**

In our eyes, children are competent, capable, curious and rich in potential and it is our mission to support them in their journey through these early years. By seeing children as young human beings and respecting their developmental process, we understand that they have an innate sense of what they are interested in learning and allow them to guide the direction that their learning will take.

### **Health, Safety, Nutrition**

Naturally our first priority is the health and safety of your child. Providing a physically safe environment and proper supervision is the first step. By providing reasonable boundaries, children know that they are free to explore the classroom in the knowledge that their personal safety is assured. A comprehensive illness policy is in effect at Mapleton Preschool.

Families are respectful of the fact that an ill child might be contagious and will allow them to recuperate at home. We also encourage families to provide a nutritious snack for their child. Guidelines and suggestions are offered in the parent manual and staff will encourage discussions about healthy eating within the classroom.

### **Positive Interactions**

We endeavor to create a positive environment for your child at Mapleton Preschool, therefore we will support positive and responsive interactions between children, parents & staff. Through eye contact, a smile and thoughtful words we will try to model a safe, friendly community where everyone is respected, no matter how small!

### **Self-Regulation**

Children are learning through daily experiences how to interact with others and how to manage the emotions that arise through these interactions. As mentioned above staff and volunteers will endeavor to model positive interactions and will demonstrate ways of regulating strong emotions (ie. slowing your breathing, walk away, count to 10) to help children develop methods

of self-regulation.

### **Exploration**

At Mapleton Preschool, children are given many opportunities to explore and manipulate new materials. We will endeavor to provide a wide variety of equipment, activities and materials for your child to explore and discover. We use the How Does Learning Happen (HDLH) document to help guide our practices to ensure positive and responsive interactions.

### **Child-Initiated Experiences**

Children know what they are interested in and would like to explore more fully, so at Mapleton Preschool we “follow the child’s lead.” If a child is fully engaged in a particular experience we will try to build on this interest and provide other activities that scaffold this learning.

### **Positive Learning Environments**

We strive to provide an environment that awakens a child’s natural curiosity at Mapleton Preschool. Through using our knowledge of child development and observing the interests of the children at the preschool we attempt to create learning experiences that support your child’s learning and growth in a way that is inclusive of all children, including children with individualized plans.

### **Activities**

Many experiences are provided encouraging the children to develop language, learn about their world, solve problems, and experience the joy of learning. We strive for a balance in our activities: indoors/outdoors, active/restful, quiet/loud, creative/methodical, etc. By providing a wide scope of activities we hope that children will find something that resonates with them as an individual.

### **Parent Engagement**

Parental involvement is encouraged at Mapleton Preschool as we are a cooperative nursery school. Parents have the opportunity to sit on the Board of Directors, assist with fundraising/field trips and share their skills/knowledge with us in a myriad of ways. Regular communication takes place via a monthly newsletter, Facebook updates, cubby notes, classroom displays/signs, personal email and daily interactions.

### **Community Partners**

Community partners are an integral facet of Mapleton Preschool. These professionals are welcome to come support, collaborate and share recommendations with children, families, and staff members. Examples of our current community partners include: Resource Teacher, Speech & Language Pathologist, Social Development Worker, Early Literacy Specialist, etc.

## Professional Learning

The teachers at Mapleton Preschool are Registered Early Childhood Educators or have received approval from the Director of Early Years Education. In keeping with the mandatory Continual Professional Learning program set out by the College of Early Childhood Educators, staff members are expected to continually update their skills. This may be done through: conferences, workshops, webinars, reading, etc. and documented in their portfolios.

## Documentation & Review

Documentation of learning will be posted throughout the room on a regular basis to provide visual documentation of how the program statement is being implemented in the classroom. A daily log book will also be kept to reflect upon the day and the impact of these strategies can be noted in there.

## Implementation

Staff, students & volunteers will review the program statement prior to interacting with the children, whenever it is modified, and annually thereafter.

## EMERGENT CURRICULUM & HDLH (How Does Learning Happen?)

Our centre is inspired by a teaching approach known as Emergent Curriculum. In this approach teachers create learning opportunities by planning an environment built on children's interests, teacher's observations and knowledge of each child. Thoughtful and engaging environments are provided so that children may explore their own thoughts, develop problem solving skills and foster positive relationships. This curriculum allows children to learn from challenges as well as successes – learning through their play.

The Centre's curriculum is guided by the four foundations of the provincial Document "*How Does Learning Happen*" Ontario's Pedagogy for the Early Years.

❖ Belonging    Engagement    Expression    Well- Being

1. Relationships are important to early learning.
2. Children learn best through play based activity.
3. Educators plan the environment based on the children's knowledge and interests.
4. Family involvement helps us to meet the needs of your child.
5. We respect diversity, equity and inclusion of all children.
6. Our staff has education in, and understanding of child development.
7. We are responsive to the needs of children and families.

## PROGRAM

We provide five half day morning sessions (Mon. – Fri.) from 9:00 am to 11:45 am. Our afternoon program has been postponed until we have adequate staffing. Please note: parents may drop off children between 8:55 – 9:05am and MUST pickup at 11:45 PROMPTLY.

## AGE GROUPS & RATIOS

Preschoolers (24 months – 5 years)

1 teacher for every 8 preschoolers

## **WAIT LIST**

Mapleton Preschool operates for ten months of the year, September to June. Due to the nature of our limited enrolment, when a class is full, parents will be offered the option to be put on our “Wait List”. Spaces are created when a family or child leaves the center. Spaces can be available at any time of the year and at any point in the month. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.

- As openings become available the registrar will contact the first family on the wait.
- Families will be given 24 hours to decide if they wish to accept the spot before we move on to the next name on the list.
- If a family wishes to view the list to understand where their child is on the wait list, arrangements can be made with the Board of Directors Registrar.
- Families will be able to observe only information that pertains to them/their child. It is important to respect the privacy and confidentiality of any other families on the wait list.
- Please note, children must be between the age of 24 months and 5 years old in order to qualify for our program.
- Families already enrolled in our school will be given first priority of class vacancies, followed by children on our waiting list.
- If you wish to be added or removed from the wait list please contact the registrar at [preschoolpayments@gmail.com](mailto:preschoolpayments@gmail.com)

## **ENROLLMENT**

Before you enroll your child, you must complete all areas of the registration package and provide the centre with up to date immunization records for submission to the Wellington-Dufferin-Guelph Health Unit.

We also request to be updated if your child receives immunizations after their start date with the preschool. Alternately you can update directly with public Health Online at

[www.immunizewdg.ca](http://www.immunizewdg.ca)

## **SUPERVISION**

Your child will be supervised by a staff member at all times. Volunteers and students under the age of 18 will not have unsupervised access to children in the preschool program. Volunteers and students are never counted in the child to teacher ratio. Parents/Guardians are encouraged to share any concerns they may have regarding the supervision of their child with the Child Care Supervisor.

## **PARENTAL / GUARDIAN INVOLVEMENT**

Mapleton Preschool is a co-operative program whereby parents are expected to be actively involved. As your child’s parent or guardian, you know your child best. As such, we value your ideas and knowledge of your child and believe in working in partnership with you. Your involvement in the program can be shown through various ways such as, sharing a special interest, talent, family tradition, providing parental advice and suggestions, participating in the housekeeping and fundraising activities as outlined in this package, and by attending general meetings. This partnership between home and child care will help us to meet the individual needs of your child. This process begins even before your child starts in our program.

## ORIENTATION TO THE PROGRAM

Choosing a child care program is an important decision for you and your child. To assist you in making the best decision for you and your family, we encourage visits to the child care program prior to starting your child. These pre-scheduled visits are a time for the child, the staff and yourself to get to know more about each other and the program. There is no charge for these visits however; you are required to remain on site at all times as you are responsible for the safe supervision of your child.

## FEES AND PAYMENT

1. Tuition fees Tuesday- Friday are as follows: \$95/month for one morning a week, \$190/month for two mornings a week, \$285/month for three mornings a week, and \$380/month for four mornings a week. Mondays will be discounted to \$90/month. Tuition is \$470 /month for five mornings a week.
2. At the time of registration (if September start: first and last months tuition fees, as well as a \$100.00 fee to opt out of volunteering for events/fundraiser fulfillment) are due, payments will be taken in our app, Lillio. You will be immediately added to the tuition plan for the month your child begins. We are using the app "Lillio" for payments and communications, please make sure to create your account once your child has been added by the registrar.
3. Cheques can be made payable to Mapleton Preschool, e-transfers to preschoolpayments@gmail.com
4. In the event that transfers do not clear, cash payment plus the NSF fee is required.
5. You will be charged for days that your child misses because of illness, vacations, or legal statutory holidays.
6. You will receive a tax receipt at the end of the school year. Please keep all receipts for your income tax return.

## FOOD

1. Parents/Guardians are required to provide written notice to staff of any food allergies or dietary restrictions.
2. The centre is a nut and shellfish safe zone. Please do not bring any products into the centre that may have come into contact with nuts or shellfish.
3. The centre supports practices that promote the health and well being of children. Staff will not implement parental requests that could undermine the health and well being of a child.
4. The centre will not give food brought by parents/guardians to other children in the child care centre.
5. When packing your child's snack please be aware of proper food handling and storing techniques. Hot foods should be kept hot (in a thermos) and cold foods should be kept cold (with an ice pack). The school does have a refrigerator. If you need to use it please advise the teacher. Detailed information regarding food safety information for children is posted in the classroom.
6. Parents are encouraged to send their child with a nutritious snack. The center will be providing a continental style breakfast option if needed. See guidelines of Canada's Food Guide. Reminder: **NO Nuts or Shellfish**. The following is a list of nutritious snack ideas:
  - Fresh fruit or individually packed containers of cut-up fruit.
  - Raw vegetables including carrots, peppers, zucchini, cherry or grape tomatoes.

- Baby carrots and whole wheat pita triangles with hummus.
- Pumpernickel bagel and banana.
- Fresh, frozen or canned fruit with low fat yogurt or in a smoothie.
- Sweet red, yellow or green peppers and bread sticks with salad dressing or low fat dip.
- Whole wheat tortilla wrap made with salmon/tuna & salad dressing, onions, celery and green peppers.
- English muffin with melted cheese and apple slices.
- Dry mixed cereal and a container of milk.
- Dark green leafy salad with orange sections
- Pumpkin or sunflower seeds.
- Plain popcorn.
- Popsicles made with 100% fruit juice or yogurt.
- Water, milk, fortified soy beverage or 100% fruit juice.

## **PHYSICAL ACTIVITY**

Children have the opportunity to play and exercise in the gym. If weather permits we may be outdoors. Please ensure your child is dressed accordingly. Parents are expected to apply sunscreen before arrival, in the colder months, children are expected to be dressed for the weather.

## **MEDICATIONS**

Staff do not administer temporary prescribed medication or herbal remedies to children. Staff will administer emergency medication ie. inhalers / Epi-Pens for severe allergic reactions or Ventolin (as prescribed on a label specified for the child). If a child requires medication on an ongoing daily basis, please have the parents advise the Supervisor in writing immediately. At that time, a complete description of medication administration will be discussed and the medication authorization form will be completed.

## Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Mapleton Preschool

Date Policy and Procedures Established: August 30 2017

Date Policy and Procedures Updated: August 27, 2023

### Purpose

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

### Definitions

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

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

### Policy

If a parent has a **concern/complaint regarding the Preschool**, the teacher, a volunteer, another parent member or their child, this concern should be brought forward immediately to the President or member of the board. Executive meetings are held monthly and this concern will be addressed and a response provided to the concerned parent. If the parent's concern is of an urgent nature, an emergency Executive Meeting will be called. Confidentiality is of primary importance to the Board of Directors. Any issue a parent has regarding staff will be kept strictly confidential. Any investigation or disciplinary measures which are required to be taken by the Board of Directors, if any, will at all times, be taken with respect to the confidentiality of the parent. In the event of a conflict both Mapleton Preschool staff and parents/guardians will follow responsible conflict resolution practices.

### Responsibilities:

#### **Parents**

- Will take the complaint/conflict directly to the key person involved in the complaint/conflict.
- Will discuss the issue in a quiet, respectful manner in the attempt to bring a resolution to the issue.
- If a resolution is not met, the President will act as a mediator and try to bring resolution to the issue.
- Should a parent feel their concern has not been answered, they may submit, in writing, their concerns to the MPS Board of Directors.

#### **Staff**

- Will participate in the complaint/conflict model as needed.
- Will use this model as a resolution for conflicts whether it be with a parent or a staff member
- Should a staff member feel their concern has not been answered they may submit, in writing, their concerns to the Board of Directors.

#### **Board of Directors**

- Ensure staff understand and comply with the conflict resolution policy.
- Assist with staff education.
- Communicate all updates and revisions of the policy.
- Inform new employees of the policy.
- Act as an integral player of the resolution model as needed, ie. will respond to a written complaint at the next regularly scheduled board meeting unless it is of an urgent matter. In which case an emergency board meeting will be called.



- A follow-up call, within 24 hours, will be made to the parent regarding what has been decided for next steps. i.e. a meeting, further information needed, final decision.

## **General**

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

All issues and concerns raised by parents/guardians are taken seriously by the Board of Directors 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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## **Confidentiality**

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

## **Conduct**

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

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

## **Concerns about the Suspected Abuse or Neglect of a child**

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

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

Family and Children's Services of Guelph and Wellington County  
275 Eramosa Road, Box 1088, Guelph, ON N1H 6N3  
Bus: 519-824-2410 | Toll free: 800-265-8300 | Fax: 519-763-9628

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

For more information, visit

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></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"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff, Duty parent, Supervisor, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <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 the next business day/child's program day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors for Mapleton Preschool .

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

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

**Contacts:**

Mapleton Preschool number, Supervisor, Laci Karley - 519 638 3331

Mapleton Preschool Board of Directors President – Steph Johnston: 519-575-1675

Wellington Children's Early Years Division 519 837 3620 ext. 3095 or Toll Free 1 800 265 87294 ext. 3095

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

## BEHAVIOUR GUIDANCE

- We believe that children and adults flourish best in an environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anything or anyone else.
- We aim to work towards an environment in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this:

Our golden rules covering the conduct of the group and the behaviour of the children will be discussed and agreed upon within the pre-school, and explained to all newcomers, both adults and children. These Golden Rules are:

- Walking legs in pre-school
- Ask before touching people's things
- Listen to others
- Kind hands and feet
- Kind words

All adults in the pre-school will ensure that the rules are applied consistently so that children have the security of knowing what to expect and can build up useful habits of behaviour.

All adults will provide a positive role model for the children with regard to friendliness, care and courtesy.

Adults in the pre-school will praise and endorse desirable behaviour such as kindness, good manners and willingness to share. We will take positive steps to avoid a situation in which children receive adult attention only in return for unacceptable behaviour.

When children behave in unacceptable ways:

Physical punishment, such as spanking, hitting or shaking will never be used or threatened.

Adults will not shout, or raise their voices in a threatening way (but may need to make themselves heard). Instead, they will approach the child calmly and follow the conflict resolution policy. Please see below for details.

Children will never be sent out of the room by themselves, but may be asked to find another activity as a form of distraction. Techniques intended to single out and humiliate individual children such as 'the naughty chair' or 'naughty step' will not be used.

Children who show undesirable behaviour will be given one to one support in seeing what was wrong and work towards a solution, adults will never prompt a child to say sorry, but would encourage if it was clear the child understood and felt genuinely sorry for their actions and wish to show this to the person they have hurt.

Children will be reminded of the Golden Rules at pre-school and why we have them. They will be helped to understand the effects of their behaviour on others. This will be done at a level appropriate to their understanding and needs.

It will always be made clear to the child that it is the behaviour not the child that is unwelcome, and that they are always valued as individuals even if their behaviour is unacceptable.

On occasions where children are displaying continuing negative behaviour, staff may fill out an A.B.C form (Antecedent, Behaviour, Conclusion) to monitor and evaluate the behaviour of the child. This form may be

shared with parents. This A.B.C is evaluated and steps will be put into place to help change the negative behaviour regularly by our behaviour guidance coordinator.

In cases of serious unacceptable behaviour, such as racial or hurtful or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanation rather than personal blame. The child's parents will be informed of this level of behaviour. This will be carried out by the supervisor in a sensitive and discrete way at the end of the session.

Adults will not discuss a child's behaviour with staff or parents in front of the child in question or any other child.

Adults in pre-school will make themselves aware of, and respect a range of cultural expectations regarding interactions between people.

Training or coaching will be made available to all staff on aspects of behaviour guidance, including cultural and special needs expectations.

Recurring problems will be tackled by the whole pre-school, in partnership with the child's parents, using A.B.C forms to establish an understanding of the cause, and to help change the unwanted behaviour, and to help the child form better habits and skills to deal with their emotions.

Adults will be aware that some kinds of behaviour may arise from a child's special needs, as well as recognizing that children are learning to deal with a range of emotions and feelings. Changes in routines, family structure, bereavement, and environment can all be factors that affect a child's behaviour.

## **CONFLICT RESOLUTION**

1. Approach calmly, stopping any hurtful actions or language- A calm manner reassures children that things are under control and can be worked out to everyone's satisfaction.
2. Acknowledge feelings- Children need to express their feelings before they can let go of them and think about possible solutions to the problem.
3. Gather information- Adults are careful not to make assumptions or take sides. We ask open- ended questions to help the children describe what happened in their own words.
4. Restate the problem- Using the information provided by the children, the adult restates the problem, using clear and simple terms and, if necessary, rephrasing hurtful words.
5. Ask for ideas for solution and choose one together- Adults encourage children to suggest solutions, helping them put them in practical and concrete terms. We accept their ideas, rather than impose our own, thus giving children the satisfaction of having solved the problem.
6. Give follow up support as needed- Adults help children begin to carry out their solution, making sure that no-one remains upset. If necessary, we repeat one or more steps until all the children return to their play.

Pre-school staff are available at any time to discuss concerns.

Parents are requested to show patience and understanding where the behaviour of any young child is concerned and to support staff with strategies to reduce any hurtful behaviour within the setting. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, it is not helpful to label this behaviour as 'bullying'. For

children under five, hurtful behaviour is momentary, spontaneous and often without cognizance of the feelings of the person whom they have hurt.

## **PROHIBITED PRACTICES**

- corporal punishment of the child; (which may include but is not limited to, hitting, spanking, slapping, pinching)
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; )
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

### **Intent**

This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

## **DUTY TO REPORT – SUSPECTED / ALLEGATIONS OF ABUSE**

All staff with knowledge of, or who suspect abuse/abusive conditions regarding a child are obligated by law to personally report such information to Family and Children’s Services by telephone at 519-824-2410. In the event that an investigation occurs, the Child Care Supervisor and applicable staff will work collaboratively with F&CS to support the child and family through the process.

The teacher/supervisor shall control her own emotions and ensure that no direct confrontation is made with the child’s abuser in relation to the alleged abuse. The teacher/supervisor will offer comfort to the child as well as be aware of the child’s age and skills in dealing with the situation. In the event of secondary allegations reported, reminders would be given that they would be responsible to report such to F&CS. Staff will make note and monitor the situation.

## **DUTY TO REPORT – SERIOUS OCCURRENCES**

A serious occurrence could include serious injury to a child, fire or other disaster on site and/or a complaint about a service standard. The centre must report a serious occurrence to the Ministry of Education within 24 hours of the occurrence. To support increased transparency and access to information, a “Serious Occurrence Notification Form” will be posted at the centre for 10 days.

## **HOURS**

1. The child care centre is open Monday thru Friday from 9:00am to 11:45am When an afternoon program is offered it will operate on Tuesdays and Thursdays from 12:45pm to 3:30pm
2. The child care centre is closed for the following holidays:  
 Christmas vacation (including New Years Day)  
 Family Day  
 March Break  
 Good Friday  
 Easter Monday  
 Victoria Day  
 Thanksgiving Day  
 Summer Holidays

When a legal holiday falls on a weekend, the child care centre may close on an alternate day. Families will be informed in advance of this taking place.

### **LATE PICK UP**

1. To avoid late pick up, it is recommended that you plan alternate arrangements for your child to be picked up by a listed escort.
2. If you are going to be late picking up your child, please notify the centre (519-638-3331) so we can let your child know that you are on your way.
3. If you arrive after closing, you are required to sign a Late Pick Up Form. A late fee of \$5.00 for up to the first five minutes and \$3.00 for every 2 minutes after that will be charged. Receipts are not issued for late fines. Cash or e-transfer payment is required within 7 days.
4. With the new regulations regarding Safe Arrival, Safe dismissal, we are ordered to call CAS (Children's Aid Services) if we cannot reach any contacts for the children within 15 minutes of close.
5. Repeat offenses beyond two occurrences will have the board and supervisor making a decision about whether or not we can continue to provide services to your family.
6. You are expected to arrive in time to leave the child care centre by the time it closes at 11:45am.

### **CUSTODY ARRANGEMENTS**

If your child has a formal custody arrangement which you would like the centre to support, you are required to provide the centre with a copy of the court order for your child's file. The centre will notify the police in situations where a 'non-authorized' person is persistent that they are to pick up a child.

### **ESCORTS**

1. All escorts picking children up from the centre must be over the age of 18 years.
2. Your child will be released to only the people on the registration form.
3. Phone messages are accepted in an emergency. Parent/Guardians are to give a physical description of the escort and the escort will be asked to show identification.
4. Parents/Guardians and escorts must ensure that the supervising teacher is aware that you have dropped off and/or picked up your child each day.

### **DRINKING ALCOHOL OR USING DRUGS**



1. Children will not be released to any escort/parent/guardian in which the supervising teacher feels is under the influence of drugs or alcohol. The child care staff will ask that person to have someone else pick up the child.
2. If the person says, “No”, child care staff will call the Police and Family and Children’s Services for assistance.

### **WITHDRAWAL/DISMISSAL FROM THE PROGRAM**

If you wish to withdraw your child from the centre or are looking to change your child’s schedule, you are required to give the centre **one month notice in writing, to be submitted to the [preschoolpayments@gmail.com](mailto:preschoolpayments@gmail.com) email OR in person to the Supervisor.** Full fees will be charged for the month following notification of withdrawal.

Under very few circumstances will Mapleton Preschool consider removing any family from the program. We are inclusive and can accommodate for most circumstances. However, in the case that items in the Parent Handbook are repeatedly ignored, Mapleton Preschool’s Board of Directors and Supervisor hold the ability to remove a family with notice as to the reasoning and no refund. Consideration for the following year will be made by the Board of Directors. In a VERY limited circumstance will it be considered a family to be removed with no notice and no refunds and is at the discretion of the board.

Examples of circumstances we consider for removal

- Repeatedly sending an ill child
- Repeatedly ignoring our Safe Arrival/Safe Dismissal procedure/late pickup calls beyond 2 occurrences
- Repeated disregard for appropriate Parent Concern submission process (ie. Coming in to the classroom without a confirmed appointment with either the teacher or Board of Directors/President)

### **ILLNESS, ABSENCE AND CARE OF YOUR SICK CHILD**

When a child is not well they will often require additional support, attention and supervision.

Recognizing that every staff member is required in order to meet proper teacher-child ratios, we are not able to provide the additional supervision an ill child requires. If your child becomes ill during the day, you will be called to pick up your child. If you are not able to pick up your child, you must have another approved person pick up your child. Should the staff be unsuccessful in contacting you, they will contact the person(s) you have listed as your emergency contact.

If your child’s symptoms include diarrhea or vomiting, they must be symptom free for 24 hours before returning to the program, in the event of an outbreak your child must be symptom free or 48 hours before returning. If there is an outbreak of illness in the centre you will be notified by phone, postings and or e-mail/Face book page for Mapleton preschool.

Your child cannot attend child care with the following ailments:

1. Fever accompanied by ONE other symptom-within 24 hours prior to 9:00am of the day they are attending
2. Diarrhea – 2 or more bouts, or in combination with other symptoms (ie. Rash or fever)
3. Vomiting – 2 or more bouts, or in combination with other symptoms.
4. Any contagious sickness/symptom (ie. Rash, sores, eye infection). Doctor’s note may be required.
5. Head lice until after treatment
6. Any sickness that prevents your child from participating in all aspects of the program.

7. If your child needs more care than the staff can provide without compromising the needs of the other children.

**As per our Safe Arrival and Safe Dismissal procedure, we require that parents mark their child absent prior to 9:00 AM on the day they are not coming whether it be for illness or other reasons, this is a requirement of our licensing. If we do not receive notice that your child is absent, staff will attempt to text or call the parent. After 10:30AM if not contact is made, staff will notify the licensee (the Board of Directors) of this occurrence.**

**We will give parents three opportunities to correct this before we dismiss your family from Mapleton Preschool as we want to be in alignment with our licensing policies.**

### **LEAVING THE CHILD CARE PROPERTY (Field Trips)**

The children may be taken off the premises of the child care centre for the purposes of neighbourhood walks, picnics, to the local school or park and other various activities scheduled to be part of the child care program.

In the event of a field trip, a written consent form will be sent home for parent signature. The consent form will indicate the location, time of departure and arrival, purpose of excursion and method of transportation.

Signed consent forms must be returned in order for the child to participate in the trip.

### **EMERGENCY MEDICAL TREATMENT**

In the event of a serious accident or illness involving your child while attending the child care, staff will make every effort to contact you and/or your emergency back-up designate. If your child is in need of emergency medical treatment, child care staff will seek medical assistance ie. call 911. This may include transportation for emergency treatment by ambulance or taxi.

### **EMERGENCY MANAGEMENT POLICIES AND PROCEDURES**

Mapleton Preschool has a number of emergency policies and procedures regarding safety measures in the event of evacuation from the building. The information is too lengthy to put all of the policies in this handbook, the policies are available at the centre if you wish to review them.

- ❖ In the event of an emergency parents will be notified by phone as soon as possible after the incident has occurred.
- ❖ Our evacuation site is: **Drayton Christian Reform Church, 74 Wellington Street S**

### **FIRE DRILL PROCEDURE**

Fire Drills are practiced monthly at different times of the day to ensure all groups are included.

Fire drills will be practiced with the school 4 times a year.

As a parent you are responsible to read and understand the process for a fire drill in the event that you are in attendance during a fire or fire drill.

**I have read the Fire Drill Procedure posted at the school.**

## DEVELOPMENTAL SCREENING

An Ages and Stages Questionnaire will be completed by your child's teacher within 10-12 weeks of their start date. The purpose of the questionnaire is to help develop appropriate program plans, set goals and to identify children who could benefit from extra resources available. Families will participate in setting developmentally appropriate goals for their child at this time. Referrals to community support agencies will be made with written permission from the family. Child Care staff will monitor, discuss and record children's progress with agency workers assigned to individual children only. Any concerns will be shared with the parents/guardian on a regular basis.

## COMMUNITY SUPPORTS/RESOURCES

Our centre works closely with child related community agencies to provide collaborative services to meet the individual needs of the children and their families. These may include:

- Trellis – Resource Consultant/Social Development Consultant
- Kidsability – Occupational Therapists/Physiotherapists/Speech Pathologist
- Wee Talk

A list of names of all persons who may come into contact with your child, along with the agencies that they represent, will be posted in the centre.

## CLOSURE POLICY

We understand that our families depend on us for child care. The centre will stay open for our regular hours unless we cannot meet the requirements of the Child Care Early Years Act, or if Public Health or the County of Wellington Administration requires us to close. In bad weather, all staff will try to make their way to the centre safely. We may need to limit the number of children that attend or ask parents to wait at the centre until enough staff arrive to provide care to meet our teacher to child ratios. The school will close if staff cannot get there safely. In the event of closure, we will post as early as possible to the Facebook group and via email, **please make sure to have the emails of our teachers and the preschool added to your "safe senders list" to ensure you do not miss these communications. These will be posted at the beginning of the school year in the classroom.**

## GENERAL MEETINGS

This is a Co-operative Preschool run by the parents. Each parent is required to help and will be given a position on the executive or committee. Executive positions on the Board of Directors will be elected at the **mandatory** General Meeting. There are a minimum of 2 general meetings held per year. One parent is required to attend all general meetings. At least two weeks' notice will be provided to the parent via a newsletter, phone call, poster, or email prior to the meeting. **Failure to attend these general meetings may result in a fine as determined by the Board of Directors.**

## FUNDRAISING

Fundraising projects will be conducted as required during the year to supplement our fees. **Each parent will be responsible for participating with fundraising.** At the time of registration, we are

offering for parents to pay a non-refundable \$100 fee to opt out of volunteering to distribute fundraising items and volunteer for set up or take down at events such as the community Easter Egg Hunt, Christmas, Graduation, **however, you must still participate in the fundraisers. The Board of Directors will trial this effort, if it is causing a loss in fundraising, we will revert back to the previous \$150 fee upfront, to be refunded at year end based on contributions.** Monthly tuition fees and fundraising are required to meet monthly expenses such as wages and benefits for the teacher, rent, telephone, operating supplies, capital equipment purchases, maintenance, stationary and postage.

## **HOUSEKEEPING DUTIES**

Mapleton Preschool Board of Directors will continue to have our Supervisor manage our housekeeping duties including our year end clean up.

## **PHOTOGRAPHS**

On occasion a photograph of my child may be used by staff in presentations. I also understand that authorized visitors to the centre may take pictures of my child which could appear in publications. I consent to the use of my child's photos for publications.

## **REFUNDS**

With the enhanced policy implemented post-Covid, we would like to ensure parents understand that sick days happen for our teachers and that in an environment with young and vulnerable immune systems, we want to ensure their safety first and foremost. We follow Public Health guidelines to ensure our teacher is considered "well" enough to come in. If they are not and we cannot find a substitute, we will notify parents of the closure via Lillio and the private Facebook group.

Snow days will NOT be issued a refund, we still need to pay for our rent, bills and teacher related funding

One sick day= ½ day refund, our Volunteer Treasurer will ensure these days are accounted for.

Sick day refunds will be issued in July after we complete our year-end responsibilities.

If you volunteer on a day we require an additional parent in the classroom, you will be refunded for the day you are there (at year end)

## **LIABILITY**

I agree that the Mapleton Preschool, its employees or agents shall not be liable for any injury to my child while enrolled in the child care centre, unless such injury, loss or damage is caused by the gross

negligence of the Mapleton Preschool or its employees, servants or agents while acting within the scope of their duties.

**TELEPHONE NUMBER & EMAIL ADDRESS RELEASE**

I authorize the release of my telephone number and / or email address.

**If you have comments or concerns please contact a board member by telephone or email. We will do our best to address the issue in a timely fashion. Contact information for all board members is listed in the classroom.**

Parents, please check applicable boxes, sign and provide a copy of the statements below to the childcare:

- I have read the parent handbook and understand my role and responsibilities. I understand that I may request clarification or copy of any policy.
- I wish to opt out of volunteering with fundraiser distribution and preschool events for a non-refundable fee of \$100, I understand our family will still be participating in the actual fundraisers themselves to ensure we can reach our annual fundraising goals.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Private Facebook group Link: <https://www.facebook.com/groups/218768415121022/>