



## PARENT HANDBOOK

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## Welcome to The Pear Tree Preschool

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### Program Statement

Welcome to The Pear Tree Preschool; licensed child care program. Our program statement describes how our programs support and foster early learning.

In the early years, programs are most effective when the content of learning is focused on supporting the development of strategies, dispositions, and skills for lifelong learning through play and inquiry.

Following the framework outlined in "***How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)***"; and incorporating Early Learning for Every Child Today (ELECT) principles to strengthen our program, The Pear Tree Preschool strives to support children in achieving the following goals and meeting the expectations for programs building on the four foundations for healthy growth and development:

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every child is developing a sense of self and health and well-being.	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
Expression	Every child is a capable communicator who is able to express himself/herself in many ways.	Foster communication and expression in all forms.

The Pear Tree Preschool has an educational approach that nurtures learning and development in the early years.

This includes:

**1. Promoting health, safety, nutrition and the well-being of the children**

- Our staff are all identified on our posted staff board and have photo ID badges
- Our staff have a process to sign all children in and out of the facility to ensure their safety
- Children & educators routinely wash their hands to promote good hygiene & prevent the spread of illness
- We have a catered healthy menu that follows the Canada Food Guide and the Student Nutrition Plan
- Water is available to children at all times
- Our kitchen staff are all trained in food safety practices and follow standard food safety procedures
- Our menu is posted with reference to all ingredients in each room for parents to review
- Children are encouraged to serve themselves and try new foods
- Educators model family mealtime by sitting to eat and interact positively with the children
- All visitors are required to sign in and out of the centre
- Educators follow the Health & Safety guidelines set out by the Durham Region Health Dept & the Ministry of Education

- 2. Encouraging children to interact and communicate in a positive way and support their ability to self-regulate**
  - Children benefit from a positive, encouraging adult interaction.
  - Educators focus on helping children to understand their feelings and emotions and provide support to help them to regulate their behavior.
  - Educators are aware of prohibited practices and encourage positive interactions.
- 3. Establishing positive, responsive adult-child relationships**
  - Positive relationships are established and supported by developing rich environments where all children belong and where there is a range of engaging, intriguing and developmentally appropriate activities
  - Educators communicate in a positive and affirming manner
- 4. Providing inclusive learning environments and experiences that encourage exploration, play, and inquiry**
  - Our environments allow children to explore freely with a rich array of activities available to them at any given time
  - Children are encouraged to explore and learn through play (child initiated experiences)
  - Educators create learning environments that remove limitations and allow free thinking (adult supported experiences)
  - Involve local community partners and allow those partners to support the children, their families and staff
- 5. Engaging as co-learners with children, families/caregivers, and others**
  - Weekly program plans are posted with a variety of educator planned activities that we be explored throughout the week as the children expand on the activities or move in new directions
  - Program plans are implemented based on children's interests. A minimum of 3 provocations are planned by educators each day and recorded before daily observations of play occur. Although only current programming is posted as it occurs all past and present, program plans are readily available for parents to view.
  - Program plans include indoor and outdoor play, active play, rest and quiet time. Any sleep or rest instructions or changes to sleep patterns are required from parents in writing.
  - Weekly observations are documented in portfolios and available for families to review at their leisure.
  - Educators will complete the Nipissing Developmental Screening Tool in collaboration with parents to assess each child's development as they grow
- 6. Planning and creating environments as a "third teacher"**
  - Creating engaging environments that allow the child to learn through play and exploration
  - Educator observations and positive encouragement and communication assists the child in self-exploration and learning
- 7. Using educational documentation as a means to value, discuss, and make learning visible**
  - Photos of the children engaged in various activities provides a visual schedule to the children and encourages further exploration
  - Program plans and documentation allow educators to continue to plan proactively based on the child's interests
- 8. Participating in ongoing reflective practice and collaborative inquiry with others**

## PROGRAM INFORMATION

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CWELCC: PLEASE BE ADVISED

The Pear Tree Preschool is not currently enrolled in the Canada-wide Early Learning and Child Care Program. We have expressed our interest in being enrolled in the program

### HOURS OF CARE

The Pear Tree Preschool campuses are open from 7:00 a.m. to 6:00 p.m., Monday through Friday excluding Statutory Holidays.

### Ages of Children in Our Program

The Pear Tree Preschool is licensed to provide care to children ages 18 months to 4 years.

- Toddlers – 12 months to 2 ½ years
- Preschoolers – 2 ½ years to 5 years

Admission is based on a first come, first served basis. If the Centre is full, the Supervisor will put your child(ren) on a waiting list and you will be contacted immediately once a space becomes available.

### Pick Up Time

We kindly ask that your child(ren) be picked up by 5:50 p.m. to allow time to discuss how their day was with the Teacher and to allow for time to prepare your child(ren) for going home. The center will close at 6:00 p.m. If you are unable to pick up your child, please make arrangements with a person who is authorized to do so. A late service charge of \$1.00 per minute per child will be enforced after 6:00 p.m. The late service charge is payable at the time your child(ren) is picked up from the Centre. Please note that the Centre staff will contact Children's Aid Society if any Parent/Guardian does not pick up their child by 6:30 p.m. and has not informed the Centre that they will be late.

### Field Trip Arrival Times

Parents/Guardians will be notified in advance of a field trip in order to ensure that their child(ren) arrive in time to attend the trip.

### Staff Communication

All Parents/Guardians are actively encouraged to converse freely with their child's Teacher as well as with the Centre's Supervisor concerning the needs of their child(ren). This type of communication is extremely important as information regarding the daily developments and changes in your child's life should not be missed. In addition, **Parent Meetings and Town Hall Meetings** are held to allow parents to speak with daycare Teachers, the Supervisor and Owners regarding any issues or concerns. These meetings also provide a time to discuss new programs and changes that may be occurring in the Centre. Parents are encouraged to attend and participate in meetings, workshops, fundraising events or volunteering on field trips or in the classroom.

### Absenteeism & Attendance

Good attendance is important for your child's growth and development. If your child must be absent, please inform the Centre before 9:00 a.m. If your child is absent for more than five days due to illness, a physician's note is required. Full payment for your daycare space is still required when your child(ren) are off ill.

## **ENROLMENT & WITHDRAWAL**

Enrolment in any other program whether part-time or fulltime at any of our campuses is intended to be ongoing (without a definitive end date) unless otherwise noted. Once your child is enrolled that spot is held for him/her year round and ongoing. It is our intention to be able to offer continual service at a consistent standard. Any change to your enrolment schedule would require 4 weeks' notice to ensure that consistency. Statutory holidays, sick time and vacation time are paid time.

Withdrawal in our definition means to remove your child from our care for an extended period of time. This period of time must be more than 4 months to qualify as being withdrawn from our services. You are required to give The Pear Tree Preschool a minimum of 2 months written notice should you wish to withdraw your child(ren) from our program. The 2 months enables us to find another child to fill your vacancy. Your deposit will be applied against this notice time; if notice isn't given the deposit will not be returned. Because we intend for this to be an ongoing commitment we allow withdrawal of enrolment due to loss of job, a move out of area, child illness or graduation out of service. If withdrawal is made for any other reason deposit will not be refunded regardless of notice given.

The Pear Tree Preschool has the right to withdraw a child after providing a minimum of two weeks written notice to the Parents/Guardians. The reason for such withdrawal may include payment default, a part time space being needed for a full time child and/or the inability of The Pear Tree Preschool to meet your child's needs.

Parents/Guardians are responsible to ensure their account is paid in full at the time they withdraw their child(ren).

If a situation arises where a child is endangering him/herself, other children or staff - The Pear Tree Preschool has the right to withdraw that child immediately – without two weeks notice. In addition, if the security/safety of children and staff of The Pear Tree Preschool is at risk, withdrawal of a child will be effective immediately.

In the event that the decision is made that the program can no longer provide the necessary supports to maintain the safety of the child, educators, and/or other children in the environment, families will be given at least 2 weeks notice of discharge and will be supported in finding alternative care. These decisions will never be made without first engaging the family in collaborative problem solving and engaging the appropriate community resources.

## **WAIT LIST**

### **Policy**

It is not the policy of The Pear Tree Preschool to charge a fee to be included on our wait list. Our wait list is intended to put order to the need for enrolment and have a transparent and fair system that is public & available to parents at any time.

### **Procedure**

- To be included on the wait list you would be required to fill out a wait list application form.
- After submitting the form you will be given a number that relates to your place on the list.
- The list is compiled in order by date of families as they submit the wait list form.
- Preference will be given to fulltime over part-time needs and multiple children over a single need.
- The list will be published on our website and updated as changes occur.
- When your spot(s) become available you will be contacted by the supervisor both by phone & email (if available). You will be given 24 hours to respond accepting or declining the spot. After accepting the spot a deposit must be received within 7 days or we will move to the next person on the list and you will lose your spot.

## **VACATIONS**

Any vacation time for all enrolments would be paid in full. Our office must be advised of your booked holidays at least 2 weeks in advance in writing.

## CANADIAN STATUTORY HOLIDAYS

The following is a list of holidays that the daycare will be closed. During this holiday time, **regular fee is still due**. These days include: **New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Simcoe Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.**

### Christmas Season:

Our staff are very dedicated and committed. For the holiday season we close for the week between Christmas and New Years to give them all a full week off with their families. **Regular fees are still due.**

## TUITION FEES

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### Full time:

- TODDLER (18 months - 2.5 years)
- **\$1,210/month**
- PRESCHOOL (2.5 years - 4years)
- **\$1,100/month**

### Part-time: \*\* M/W/F

TODDLER \$ 715.00 /month  
PRESCHOOL \$ 650.00 /month

### Part-time: \*\* T/TH

TODDLER \$ 495.00/month  
PRESCHOOL \$ 450.00 /month

### Nursery School: 9-11:30am daily

TODDLER \$ 726.00/month  
**\*\* M/W/F \$429.00 \*\* T/TH \$297.00**  
PRESCHOOL \$ 660.00/month  
**\*\* M/W/F \$390.00\* T/TH \$270.00**

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**NON BASE FEES:** Additionally, fees are levied for items such as field trips, registration fee, extracurricular activities and NSF payments

### **FEE PAYING POLICY**

#### Email Transfer/PAD

On the commencement of child care services, Parents/Guardians will be asked to forward The Pear Tree Preschool a PAD authorization form to set up on preauthorized payments to be withdrawn directly from the parent's bank account.

Alternatively etransfers can be sent on the 1<sup>st</sup> day of each term the parent is paying for. Under special circumstances approved by the Centre Supervisor, if Parents/Guardians are not able to provide cheques or online payments, payments may be made on the first day of each month via and alternate method to cover the fee for the entire month of child care.

**Any care that totals \$500 or less in a month must be paid on the 1<sup>st</sup> of every month. If care totals more than \$500 per month; biweekly or weekly arrangements can be made.**

A receipt will be issued for all payments. Cash will not be accepted.

#### N.S.F. Cheques

All N.S.F. cheques will carry a \$75.00 administration charge.

#### Non Payment of Fees

If fees become in the arrears 1 month, it could result in a child losing their daycare space.

#### Tax Receipts

The Pear Tree Preschool will provide Payers with an official Child Care Income Tax Receipt on or before February 28<sup>th</sup> of each year for the prior year's fees.

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## **PROGRAM DELIVERY**

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The Pear Tree Preschool staff designs and provides a daily well balanced program to ensure the proper development of each child is met. The program includes activities to enhance gross motor, fine motor, cognitive and social skills which are encompassed in both indoor and outdoor activities. Weekly Program Plans are posted in each room and Parents/Guardians are encouraged to look at these plans and discuss any thoughts they may have with their child's Teacher.

## **NO WRONG DOOR**

Through the work of community partners, the No Wrong Door process was created. The purpose of No Wrong Door is to make it easier for families living in Durham Region to connect with the services they want for their children ages birth to 13th birthday. As part of this project, a [User Guide](#) explaining the process was created. [Decision Charts](#) use the information provided by a caregiver to lead the family to a service provider that may be able to assist them. A [Family Information form](#) to gather background information and a [Consent to Share form](#) were also created to support this process.

The No Wrong Door process builds on existing community resources. When you have identified a service that may be of assistance to a family, use the following resources to learn more about that agency's services, referral process and to obtain contact information.

[Services for Children Birth to Six Years of Age with Special Needs in Durham Region](#)

[The Funding Guide for Young Children and Families](#)

[Child Care Services Guide](#)

[Family and Child Support Services Agency Listing](#)

[Red Flags: Early Identification in Durham Region](#)

## **INCLUSION**

The Pear Tree Preschool, in keeping with our mission and vision, believes in the development of healthy, confident children. We're committed to treating children with respect and dignity and helping them grow and develop to their full potential in a safe, nurturing and learning environment.

At the core of our values at The Pear Tree Preschool is diversity and social inclusion. We believe that all children and families should have an inclusive and respectful experience in our program. The Pear Tree Preschool programs are designed to develop children in spirit, mind and body. Every child is a unique individual and adds value to our program. Parents and families are involved, consulted and informed partners with The Pear Tree Preschool staff. The Pear Tree Preschool staff strive to ensure the environment and programs are adapted to meet the needs of all children.

The Pear Tree Preschool staff seek out community partners to enhance our ability to support children with special needs through training and consultation.

## **NUTRITION**

All children enrolled in full day care are provided with a hot, nutritious lunch. A morning and afternoon snack are also provided for all children with us at those times of day. Weekly menus are posted for your reference. All children are encouraged to try the food that is served at each meal. Our catered menu has been developed to exceed both the Student Nutrition Plan and the Canada Food Guide.

If your child is on a restricted or special diet, please discuss it with the Centre Supervisor. Parents/Guardians may be required to supplement meals for their child(ren) with special restrictions. If outside food is brought into the centre it must be in it's original container listing the ingredients and is labelled with your child's name.

## **PEANUT BASED PRODUCTS**

Please do not bring any peanut or peanut related foods to the Centre. Children who have peanut allergies have severe reactions to any contact with peanuts or peanut products.



## HEALTH

- Upon admission into the Centre all child(ren) **must have** an up to date immunization record which has been completed by a physician. For Parents/Guardians who refuse to have their child(ren) immunized, a Statement of Medical Exemption form must be completed.
- Should your child contract an infectious condition, you will be required to keep him/her at home and only return with a medical certificate stating he/she is clear of all infection or disease. This applies to hospitalization as well. Children who are experiencing a fever or have diarrhea should be kept at home until they are well enough to enjoy the Centre's program fully. Please ensure your child is fully recovered prior to his/her return to the Centre.
- If your child has not attended day care for more than 5 days, a medical certificate is required upon the child's return. Please refer to the descriptions of ill health and suggested practices attached.
- If your child becomes ill during the day care hours, you will be contacted and expected to come to the Centre, as quickly as possible, to ensure that your child receives proper medical attention. An Illness Form will be completed outlining your child's illness and Parents/Guardians will be asked to sign the form when they pick up their child.
- Please inform the Centre staff if you have given your child any medication such as Advil/Tylenol or Tempera prior to him/her attending the Centre that day. The Centre staff is responsible for your child's well-being while at daycare and will contact you should any signs of illness persist.

## MEDICATION

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- **Prescribed medication** may be administered to your child. All medication must come in its original container with a prescription label on it, indicating the date and duration which it is to be given. Parents/Guardians will be asked to sign a Medical Authorization and Administration Form, indicating the name of the medication and the times that the medication is to be administered.
- The centre supervisor or designate will administer **over the counter medication** with written instructions from the Parents/Guardians. The Medical Authorization and Administration Form **MUST** be signed for each use indicating date and duration of administration. All medication must come in its original container.
- All medication is stored in a locked container in the centre and only the centre Supervisor or designate may administer the medication.
- Parents/Guardians failing to complete the Medical Authorization and Administration Form will result in their child not receiving the medication that they require and/or being refused entry for the day.

## EMERGENCY PROCEDURES

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At the time of your initial parent/guardian interview, you will be asked to complete an Emergency Contact Form that has vital information in the event of an emergency situation. Please be aware that this form must be updated annually or should any changes occur prior to this time. In the event of an emergency situation, your child will be taken by ambulance to the **Northumberland Hills Hospital** or to the hospital chosen by the ambulance driver. A Teacher or the Centre Supervisor will accompany your child. You will be contacted immediately and given the hospital location to which your child has been taken. It is understood that Parents/Guardians who are contacted will be expected to proceed directly to the hospital to meet the Teacher or Centre Supervisor who has accompanied your child. Staff will not be responsible for making a decision regarding the medical treatment of your child. Either the parents/guardians or the hospital physician will make these decisions.

## EMERGENCY MANAGEMENT PROCEDURES

The Pear Tree Preschool has a policy about how emergency situations are to be handled. The policy is to provide clear direction for staff and management to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. The emergencies would include lock down, hold & secure, bomb threats, fire, natural disasters etc...

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

### **ACCIDENT REPORT FORMS**

In the event your child has an accident, a form will be completed by the Centre staff indicating the type of accident and the procedures which were followed in order to treat the situation specifically. Parents/Guardians are required to read and sign accident forms and take a copy.

### **CLOTHING**

Please supply the Centre with an extra supply of weather appropriate and labeled clothing for your child. The Pear Tree Preschool **will not be responsible** for any articles of clothing or personal items that go missing.

All Parents/Guardians are asked to check their child's cubbies at the Centre daily in order to retrieve wet or soiled clothing.

In the event your child requires diapers, please ensure that an ample supply is available for his/her use, as well as any creams, powders or wipes which may be required as part of the diaper changing procedure. A note must be signed in order for staff to apply any creams or powders to your child.

### **TOYS AND EQUIPMENT**

Parents/Guardians are asked to keep their child from bringing toys from home. Staff will not be held responsible for any loss or damage to toys which come from home.

### **OUTDOOR PLAY**

Weather permitting, outdoor playtime is scheduled into our daily program. All children attending the centre will be required to participate in daily outdoor play. Please dress your child appropriately for the weather.

### **FIELD TRIPS**

In order to enhance the centre's program, walks and small trips will take place during daycare hours. For field trips that require the use of transportation, Parents/Guardians will be asked to sign a field trip release form giving permission for your child(ren) to attend the trip. Should you choose not to allow your child(ren) to attend the scheduled field trip, it is understood that all Parents/Guardians will make alternative child care arrangements. The Pear Tree Preschool will not reimburse Parents/Guardians for any alternative child care that Parents/Guardians have arranged.

### **CHILDREN ATTENDING SCHOOL**

Children attending school will be escorted to and from the school bus by a Pear Tree designated staff at the centre. When the driver is at the schools they are not able to leave the bus to physically take children to their classes/playgrounds; this is the responsibility of the school and their receiving staff. Parents/Guardians must complete Consent to Release Form for The Pear Tree Preschool for us to release your child (ren) to the school bus driver. Children attending Colonel Farewell will be walked by a staff member to and from school and a consent form will be completed prior to the school year.

### **CUSTODY OF CHILDREN**

All Parents/Guardians have the right to see or pick up their child(ren) unless the Centre has been provided with official documentation such as a court order indicating custody stipulations. Parents/Guardians are asked to consult with the Centre Supervisor in order to ensure that all information is clearly understood.

## **THE PEAR TREE PRESCHOOL Commitment to Families & Children**

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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 intended to manage unwanted behavior. Research from diverse fields of study show that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long term impact on physical and mental health and success in school and beyond. The Pear Tree Preschool Program statement sets out approaches that support positive interactions between children, families, staff and community.

### **PROHIBITED PRACTICES**

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The Pear Tree Preschool shall **not** permit, with respect to a child receiving child care in our premises where we oversee the provision of child care,

- (a) corporal punishment of the child;
- (b) 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;
- (c) 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;
- (d) 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

(2) No employee or volunteer of The Pear Tree Preschool, or student who is on an educational placement with The Pear Tree Preschool, shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

### **SUSPECTED CASES OF ABUSE**

The Pear Tree Preschool is required to report any suspected cases of child abuse to **The Children's Aid Society**. It is understood that Parents/Guardians will be notified accordingly.

### **PARENTS/GUARDIANS CODE OF CONDUCT**

All Parents/Guardians are kindly asked to respect all staff members of the Centre by refraining from the use of foul language or other forms of verbally inappropriate dialogue. Racial slurs, lewd remarks, demeaning phrases as well as threatening or abusive gestures will not be tolerated. Parents/Guardians who resort to the aforementioned unprofessional methods of communication will be asked to leave the Centre. All children and staff will not be subjected to any type of either verbal or physical abuse.

### **OUR CARING & QUALIFIED STAFF**

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All of The Pear Tree Preschool staff must adhere to a number of policies and procedures as well as Ministry of Ed, health and fire regulations. Annual review of these policies and procedures ensure our staff are knowledgeable and prepared to handle any situation. All child care staff hold current certification in Standard First Aid & CPR-C.

## College of Early Childhood Educators

"The College of Early Childhood Educators is the professional self-regulatory body for registered early childhood educators (RECEs) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as an RECE, setting ethical and professional standards and holding RECEs accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning and care programs." The Pear Tree Preschool staff with an early childhood education diploma or equivalent qualifications degree must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis. Find out more about the College by visiting [www.college-ece.ca](http://www.college-ece.ca).

In addition, all of The Pear Tree Preschool staff must complete a vulnerable sector check prior to employment and renew every 5 years. Annually an offence declaration must be signed.

### Volunteers/Students

The Pear Tree Preschool programs are enhanced by the involvement of volunteers and placement students. Volunteers and students in our child care programs must adhere to a number of policies and procedures as well as Ministry, fire and health regulations. Volunteers and students are not responsible for and are never left alone with children and are always under the supervision of a paid The Pear Tree Preschool Staff member.

### **Role of the Family**

Parents/guardians are encouraged to participate in the program whenever possible. Parental involvement is a key element to the success of your child's experience in The Pear Tree Preschool. Participation can include verbal or written feedback, sharing information about your child's development, attending meetings, workshops, fundraising events or volunteering on field trips or in the classroom.

### **Serious Occurrence Reporting**

The Pear Tree Preschool child care staff have the responsibility to report serious occurrence incidents to the Ministry of Education's Child Care Quality Assurance and Licensing and the Ministry of Health within 24 hours and post within the child care centre the program information regarding the incident on a Serious Occurrence notification form for 10 days. A Serious Occurrence incident can include incidents that may require third party medical attention, disasters on premises, concerns over operations of the program and others.

## **Definitions of Illness Health**

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### **Diarrhea**

After the 2<sup>nd</sup> loose bowel movement in any one day, the child's parents will be notified to pick up their child. The child must be clear of diarrhea for 48 hours before returning to the centre for the safety of the other children and staff. Once the child returns, if he or she should have one loose bowel movement the child will have to go home.

### **Vomiting**

After 2 incidents of vomiting in a day, the child's parents will be notified to pick up their child. If other symptoms such as abdominal pain and diarrhea exist with one incident of vomiting the parent's will also be required to pick up their child. A child must be able to consume solid foods for 48 hours with no incident of vomiting before returning to the centre.

### **Fever**

If a child develops a temperature of 101 F (38.3C) the parent will be called and asked to pick up their child immediately. A child may return to the centre the following day if the fever is gone without the aid of over the counter medication.

### **General Illness**

For the comfort and safety of the child, the parent will be contacted if the child is vomiting, listless or complaining of pain.

Regulations require that all children go outside daily. If a child is not well enough to go outside, he/she should not be at the centre.

### **Pink Eye**

Children must be on medication for 24 hours before returning to the centre. The centre will then continue to administer the prescription medication.

**Strep Throat**

Children must be on medication for 24 hours before returning to the centre. The centre will then continue to administer the prescription medication.

**Hand, Foot & Mouth Disease**

The child must be absent from the centre until all signs of fever/spots are gone and all sores are dry. This will be a minimum of 7 days from the initial appearance of the symptoms.

**Head Lice**

A child that has nits and/or lice will be sent home. Once the child's hair has been washed with medicated shampoo, he/she may return to the centre.

The staff must check the child's hair before admitting the child into the centre to see that all nits and/or lice have been removed as outline in the Public Health Regulations.

Note: That all the children's hair will be checked if nits or lice are spotted at the centre. Also, all hats and dress-up clothes will be washed and carpets vacuumed in the centre

**Chicken Pox**

The child may return to the centre 5 days after the chicken pox rash appears. After the 5<sup>th</sup> day, as long as the spots are not oozing, the child may return to the centre.

**Measles/Rubella/Red Measles**

Children, who contact measles, rubella or the red measles, must be off from day care from at least 4 days after the onset of the rash.

**Mumps**

Children who contract mumps, must be off from daycare for 9 days after the first signs of swelling

**Whooping Cough**

Children with whooping cough must be off for either 5 days after the appropriate treatment begins or for 3 weeks from the onset of cough if untreated.

**Rubella (German measles)**

Children who are detected with the German Measles must be off for 7 days after the onset of the rash.

In case of communicable diseases or viruses, Ministry of Health Guidelines will apply.

Durham Children's Service clients require a doctor's note after ten days of absence due to illness if your child is on subsidy. Also, if your child is absent previous to or following vacation time & statutory holidays a doctor's note is required.

**SLEEPING PERIOD**

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Toddler & Preschool

All children are permitted an afternoon rest period between 12:30 p.m. to 2:30 p.m. daily.

Should children not be able to sleep, quiet activities will be provided.

At least one hour's rest is encouraged for each child as part of their overall development and growth. All children are assigned a cot and bedding. All bedding is washed weekly unless otherwise required. Direct visual checks will be performed throughout the sleeping period

Sleep patterns and behaviours during sleep will be communicated to parents

**Please describe your child's sleep pattern (at the end of this form)**

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Parents will discuss with the supervisor and communicate in the registration forms, as well as, throughout their child's enrolment, details of their child's sleep routine. The supervisor will provide the parents details regarding sleep to the teachers in the classroom.

Staff will also discuss and consult with parents about any changes with respect to a child's sleeping arrangements at any other appropriate time, such as transitions between programs or rooms or upon a parent's request.

**Please describe your child's sleep pattern. Include any sleep aids or routines you are currently practicing. We will limit the materials introduced into the sleep area.**

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The sleep routine was discussed with us: \_\_\_\_\_ (Parent Signature)

The sleep routine was reviewed with: \_\_\_\_\_



# Parent Issues and Concerns Policy and Procedures

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## Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, **The Pear Tree Preschool Licensee, Management and Staff** to use when parents/guardians bring forward issues/concerns.

## Definitions

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**The Pear Tree Preschool Licensee-** The individual licensed by the Ministry of Education responsible for the operation and management of each centre it operates (i.e. the operator).

**The Pear Tree Preschool Management –** The individuals employed to supervisor or manage the child care centres; including their staff and operations

**The Pear Tree Preschool Staff-** Individuals employed by the licensee

## Policy

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### 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 staff. 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 management 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 5 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, other persons in the child care premises, 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

The Pear Tree Preschool 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 and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the child care head office. **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<b>Program-Related</b> E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to - <b>The Pear Tree Preschool staff</b> directly or - <b>The Pear Tree Preschool management</b>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or if needed/requested, arrange for a meeting with the parent/guardian within <b>5 business days</b>.</li> </ul> Document the issues/concerns in detail. Documentation should include:
<b>General, Agency- or Operations-Related</b> E.g: fees, placement, etc.	Raise the issue or concern to: - <b>The Pear Tree Preschool Management</b> or - <b>The Pear Tree Preschool Licensee</b>	<ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <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>
<b>Provider-, Staff- and/or Licensee-Related</b> E.g: conduct of staff or management	Raise the issue or concern to - the individual directly or <b>The Pear Tree Preschool Management</b>  All issues or concerns about the conduct of the staff or management that puts a child's health, safety and well-being at risk should be reported to <b>The Pear Tree Preschool Management</b> as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to - the person responsible for supervising the volunteer or student or <b>The Pear Tree Preschool Management</b>  <b>Note:</b> All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to <b>The Pear Tree Preschool Management</b> as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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:**

[Ministry of Education](#), Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)  
[Northumberland County](#): Lesley Patterson, 905-372-6846; Early Years Manager



# Safe Arrival and Dismissal Policy and Procedures

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## **Purpose**

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

## **Policy**

### **General**

The Pear Tree Preschool will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written or verbal authorization the child care centre may release the child to.

- The Pear Tree Preschool will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

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

- Sign in the child on the classroom attendance record
- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.

### **Where a child has not arrived in care as expected**

Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- Contact the supervisor to inquire if they have any information regarding a child who has not arrived in care as expected. If the parents have not contacted the supervisor it is the responsibility of the educators to contact the parents by no later than 10:00 am.
- If educators are unable to get a hold of parents/guardians they must then notify the supervisor
- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written or verbal authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- If a parent has not given confirmation of a third party picking up, staff must call the parent to confirm authorization before releasing the child.

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., staff shall ensure that the child is given a snack and/or activity, while they await their pick-up.

- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall call both of the parents and authorized pick-up individual
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the
- child, the staff shall contact all emergency contacts
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by 6:30 p.m. the staff shall proceed with contacting the local Children’s Aid Society (CAS) (905) 433-1551. Staff shall follow the CAS’s direction with respect to next steps.

**I have read the Parent/Guardian Agreement and agree to the policies and procedures as outlined.**

**I am aware of the responsibilities as a Parent/Guardian and I agree to be fully bound by this agreement once care commences for my child(ren).**

**Signature of Parent/Guardian**

\_\_\_\_\_

**Name(s) of Child(ren)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Signature of Centre Supervisor**

\_\_\_\_\_

**Sleep Pattern – Toddler & Preschool**

Include any sleep aids or routines you are currently practicing.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The sleep routine was discussed with us: \_\_\_\_\_  
(Parent Signature)

The sleep routine was reviewed with: \_\_\_\_\_  
(Staff Signature)