

AURORA CHILDREN'S CENTRE

# PARENT HANDBOOK

**WE ARE A PARTICIPANT OF THE CANADA WIDE EARLY LEARNING  
CHILDCARE SYSTEM (revised November 5, 2025)**

WE ARE COMMITTED TO SERVING THE LOCAL COMMUNITY WITH QUALITY  
CHILD CARE IN A HOME-AWAY-FROM-HOME ENVIRONMENT  
..... "A FUN PLACE TO BE".

### ***Inclusive Hiring and Childcare***

*At Aurora Children’s Centre, Inc. (includes Aurora Children’s Centre & East Gwillimbury Children’s Centre), we are committed to providing **high-quality childcare** that nurtures children’s learning and development in a **safe, supportive, and inclusive** environment. Our focus is on fostering **confidence, creativity, and social-emotional growth**, ensuring every child receives the care and attention they need to thrive.*

*We follow **Ontario’s Human Rights Code**, which protects individuals from discrimination based on sexual orientation, gender identity, and gender expression. This means we welcome staff members from diverse backgrounds and experiences, and we expect all employees and our clients to uphold our Centre’s values of kindness, professionalism, and respect.*

### **Our Programming:**

We offer **age-appropriate activities and curricula** designed to support children's cognitive, emotional, and physical development. Our programming is informed by **early childhood education best practices**, including play-based learning and structured routines. We encourage creativity, problem-solving, and teamwork while ensuring children feel safe and valued.

### **Our Staff:**

Our permanent and supply staff of educators and caregivers are **professionals** with experience in child development and early learning. Each team member undergoes **regular training in safety, inclusion, and child-centered care**, ensuring they create a nurturing environment for every child. We prioritize staff who are **compassionate, knowledgeable, and dedicated** to the well-being of the children in our care.

### **Our Approach to Child Development:**

We recognize that every child is **unique**, with their own strengths, interests, and needs. Our approach focuses on fostering **positive relationships, emotional intelligence, and social development**. Through thoughtful engagement, structured activities, and supportive interactions, we help children build **confidence, curiosity, and a love for learning**.

### **Commitment to Families:**

We value **open communication and partnership** with families. Our goal is to work together to create an environment where children feel safe, happy, and excited to learn.

### ***HOW DOES LEARNING HAPPEN? ONTARIO’S PEDAGOGY FOR THE EARLY YEARS***

*(2014)” is a document to be used for the purpose of guiding licensed childcare programs. This professional learning resource will support early year’s programs and will inspire critical reflection and discussion among the staff, the children and their families. (Minister’s Policy Statement on Programming & Pedagogy, made under the Child Care and Early Years Act, subsection 55 (3),2014 )*

### **OUR PROGRAM STATEMENT:**

*Aurora Children’s Centre, Inc.) will use this resource guideline to strengthen the quality of our programs and ensure high quality and enriching experiences that lead to positive outcomes in relation to the children’s learning, development, health and safety, nutrition and well-being through play-based learning. Our program provides learning opportunities both indoors and outdoors.*

*We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.*

*We see families as experts who know their children better than anyone and have important information to share with us. We will foster engagement and ongoing communication with parents about the program and their children.*

*We see our educators as knowledgeable, reflective, resourceful, and rich in experience and we value the experiences and environments created for the children. We will provide child-initiated and adult-supported experiences. The Centre will support staff with continuous professional development.*

*Community Partners involvement is also essential to maintaining a supportive, nurturing, and educational environment.*

**We will use documentation through observation, planning, reflecting and evaluation and use this as a tool to.....**

- **Communicate to families and other professionals about the children’s learning and progress/wellbeing and development using Bulletin Board displays and photographs, reflective journals, videos, and the children’s work. This will capture the rich experiences and learning that occur daily. Communication may occur through direct ‘face to face’ or via email (photographs, video clips, virtual meetings).**

Aurora Children’s Centre, Inc. will review the program statement annually, or at any time when the program statement is modified.

**More information can be found at <http://www.edu.gov.on.ca/childcare/pedagogy.html>**

## **Implementation of Aurora Children’s Centre Inc.’s Goals**

### **General**

- This policy applies to all staff, including students and volunteers.

- This policy is designed to focus on learning and development through relationships, particularly the relationships between children, families and educators, as outlined in the Ontario Government’s “How does learning happen: Ontario’s pedagogy for the early years”

- < <https://www.ontario.ca/page/how-does-learning-happen-ontarios-pedagogy-early-years>>

- This policy is designed to focus on how a child’s environment and early experiences shape their early childhood development, as outlined in the Ontario Government’s “Think, feel, act: lessons from research about young children”

- < <https://www.ontario.ca/page/think-feel-act-lessons-research-about-young-children>>

## **OUR GOALS:**

- A. Promote the health, safety, nutrition and well-being of the children; and

*Approach: Provide a safe and clean environment, provide nutritional lunch and snacks in accordance to Canada’s food guide and remove any environmental issues that may cause any undue stress to the child.*

### **Implementation:**

- *Posted weekly lunch and snack schedule that meets all Canada’s Food Guide requirements*
- *Age appropriate toys & equipment*
- *Sleep room checks and Playground checks ensuring a safe environment*
- *Allergies posted & anaphylaxis plan*
- *Role model & ensure proper hand washing*
- *Clean and disinfecting is done in accordance to Public Health Regulations*

- B. Support positive and responsive interactions among the children, parents, child care providers and staff; and

*Approach: All employees will be mindful and respectful, supportive and attentive in their interactions.*

### **Implementation:**

- *Greet parents and children (mornings and evenings)*
- *Provided daily feedback about the child’s day*

- *Listen and respond in a respectful, non-judgemental manner*
- *Words used appropriately for each age*
- *Positive reinforcement – eye contact- physical comfort-verbal encouragement*
- *Supportive to staff whenever help/assistance is needed*
- *Down to the children’s level and be part of the children interaction and involvement*

C. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate; and

***Approach:*** *All employees will encourage the children to use expressive language and support the children in self-regulating by offering strategies*

***Implementation:***

- *Gently remind children to use their words to communicate their feelings or needs, giving them examples when they are struggling to find the words (say ‘mine please’, say ‘no thank you’)*
- *Provide quiet areas (retreat to calm down)*
- *Role model language and behaviour*
- *Careful observation & scanning*
- *Labelling emotions*

D. Foster the children’s exploration, play and inquiry; and

***Approach:*** *Early Childhood Educators will provide a variety of activities rich in content; providing the children with an assortment of loose parts (tiles, ribbon, blankets, baskets) to support play and inquiry.*

***Implementation:***

- *While introducing new ideas and concepts, we will follow the children’s lead of inquiry to broaden & further their exploration.*
- *Provide the children with open-ended materials that allows them to explore their own ideas*
- *Ensure ample time to play*

- Provide a variety of toys & loose parts (rotate as needed)
- Be observant of interests and provide for those interests through varying materials

E. Provide child-initiated and adult supported experiences; and

*Approach:* Through observation and taking note of what the children's areas of interest are, employees will support these interests with opportunities for exploration and inquiry.

**Implementation:**

- Write down observations, conversations, do research together, explore ideas and then implement
- Use of computer to do research when predictions and questions arise
- Invite parent to send in things that the children use at home-toy share day, holiday and special celebrations
- Provide activities directly related to the children's interests (games, books, etc.)
- Documentation: photos, videos, log books, displays

F. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported; and

*Approach:* All employees will ensure that a variety of learning opportunities which support the individual child are offered. Opportunities will encompass all styles of learning and materials, and modified when necessary.

**Implementation:**

- Give lots of choices to the children to go through the materials and learning opportunities.
- If an individual needs additional guidance, assistance or modification to the activity, we as staff encourage and help if necessary
- Observing children and putting out materials that are of the children's interest.
- Gather information from parents/caregivers about each child's likes/dislikes/needs through conversations and questionnaires

G. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the unique needs of the children receiving child care:

**Approach:** *Our program will offer both indoor and outdoor play opportunities and everyone is provided a rest or quiet time. The individual needs of the children are given consideration.*

**Implementation:**

- Quiet activity bags and books are offered to children who do not sleep at rest time
- Remain flexible with scheduled times
- Implementing both group and individual learning opportunities

H. Foster the engagement of and ongoing communication with parents about the program and their children; and

**Approach:** *All employees will communicate with families through verbal or written communication. Parent will be encouraged to share their ideas.*

**Implementation:**

- Meet & greet (face to face)
- Phone calls
- Emails/Apps
- Questionnaires
- Displays/documentation
- Calendars
- Communication journals/Log book that documents any information the parents or other family members shares with us.
- Questionnaires for input (family traditions/celebrations)

I. Involve local community partners and allow those partners to support the children, their families and staff; and

**Approach:** *Employees will research and connect with our local community in a manner that will be beneficial to the children, their families and our staff. (resources, donations and support)*

**Implementation:**

- We can ask for loose parts materials/donations etc.

- *Making visits to neighbourhood communities i.e. Senior's home, Aurora Legion*
- *Inviting community members to the centre ( librarian, police officer, dentist)*
- *Classes offered through our daily program – Zumba, Signing, Library visits*
- *Trips and excursions*
- *Set up donations drive at holiday time and brought to local charity*

J. Establish unacceptable actions or practices that would contravene the program statement and prohibited practices; and

***Approach:*** *Employees will be informed of prohibited actions that contravene the program statement*

***Implementation:***

- *Orientation and regular ongoing training on prohibited practices*
- *Inform staff of the proper strategies for handling situations including discouragement of the use of harsh language and “time-outs”*

K. Ensure staff are informed on reporting duties; and

***Approach:*** *Ensure all staff recognize their duties to report suspected abuse or neglect to the local Children's Aid Society and possible professional misconduct to the College of Early Childhood Educators, College of Teachers, and/or College of Social Workers and Social Service Workers, as applicable.*

***Implementation:***

- *Post relevant information in accessible locations*
- *Provide training at orientation and on an ongoing basis*

L. Support staff, home childcare providers or others who interact with the children at a childcare centre or home child care premises in relation to continuous professional learning; and

**Approach:** All employees will be given opportunities to participate in workshops and other professional development activities to expand their knowledge and enhance their skills.

**Implementation:**

- Off-site workshops
- Speakers and workshops brought in to the centre
- First aid & CPR, Health & Safety
- Reading articles on line
- Keeping updated with the College of ECE
- Exchanging knowledge and experience with co-workers/people working in ECE field

M. Document and review the impact of the strategies set out in clauses (a) to (l) on the children and the families.

**Approach:** The Supervisor will observe staff and provide feedback using a Monitoring check list.

**Implementation:**

- Read & sign off on Supervisor feedback
- Participate in yearly evaluation
- Complete self evaluations
- Yearly evaluation and feedback given by the Supervisor (verbal meeting and written observations provided to the staff and goals are discussed for the upcoming year on how to further improve.
- Check list will be reviewed yearly

**Date Policy and Procedures Established:** January 2017

**Date Policy and Procedures Updated:** June 7, 2021; October 2024

**Prohibited Practices:**

**Aurora Children’s Centre Inc. does not permit:**

- Corporal punishment of a child by an employee of the operator, including physical, verbal, or sexual abuse.
- Physical restraint of a child such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline, unless the restraint is for the purpose of preventing a child from hurting himself or someone else and used as a last resort and only until the risk of injury is no longer imminent.
- Deliberate harsh or degrading measures that humiliate a child or undermine the child's self-respect and self-worth.
- Deprivation of basic needs including food, shelter, clothing, or bedding.
- Lock – or permit to be locked – for the purpose of confining of a child, the exits of the childcare centers or lockable room or structure to confine a child.
- Inflicting any bodily harm on children including making children eat or drink against their will.

## MONITORING PROCEDURES

Every permanent employee will be observed, usually daily, by the supervisor where time permits. A more formal observation will take place annually with a summary of these observations. Concerns, if there are any, will be recorded in the staff member's file. These observations will assist in ensuring that the policy is being followed. The Executive Director will be responsible for monitoring the policy techniques used by the Supervisor. If any contravention of the Policy is observed or reported to the Supervisor or Executive Director, the Board of Directors will be informed, and the following Contravention Policy will be followed:

### **CONTRAVENTION OF THE POLICY:**

Failure to comply with the Prohibited Practices Policy may result in one or more of the following:

- A. Verbal Warning
- B. Written Warning
- C. Immediate Dismissal

**Immediate dismissal will occur if the contravention of the policy is considered to be of a severe nature. This will be up to the discretion of the Executive Director and/or Board of Directors of Aurora Children's Centre Inc.**

## POLICY REVIEWING PROCEDURES

Every new employee, volunteer, and student shall read and sign the Program Statement Implementation Policy before having any interactions with the children. This policy will be reviewed with permanent employees on an annual basis at staff meetings. Upon completion of the review, each individual will be required to sign the Annual Policy Review Form and/or Staff

Meeting minutes. The Supervisor will be required to sign this form as well, indicating that they were the person responsible for the review. It is the responsibility of the Executive Director to review this policy with the Supervisor during their annual performance appraisal, and both parties will sign the annual review form. Monitoring shall be retained for 3 years.

**Date Policy and Procedures Updated:** September 2016; October 2024; October 2025

### **WHAT WE OFFER**

- Child Care Programs for 18 months-12 years
- **Full time Programs** (5 dys/wk) for Toddlers, Preschool, Kindergarten
- Fob Security System
- Education through play
- Professional & Qualified Staff
- Open 7 a.m. to 6 p.m.
- Nutritious snacks and lunches
- Air Conditioned
- Indoor Gym and Dining room
- Large outdoor playgrounds and lots of green space
- Ample parking
- Field trips
- Summer Camp Programs (7:30 a.m. – 5:30 p.m.)
- Enhanced Curriculum

### **PHILOSOPHY**

The aim of Aurora Children’s Centre is to provide a nurturing and educational learning environment which will meet the needs of your child and in accordance with the Childcare and Early Years Act. A child is always entitled to opportunities to develop emotionally, creatively, socially, physically, and intellectually in a ‘play-based’ environment which fosters co-operation, respect and a sense of responsibility and order. Aurora Children’s Centre intends to meet the unique needs of the child within the context of the whole group.

The Centre shall supplement and complement parental/guardian care and values while seeking to provide a loving environment – **home away from home** – in a non-profit childcare Centre.

### **STATUTORY AND HOLIDAY CLOSURES**

The Centre operates year-round. The Centre is closed on all statutory holidays: New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day and Family Day. We are also closed for Staff Professional Development Day, the Friday prior to Labour Day weekend and a week over the holiday season (typically Christmas Eve until the day after New Years.)

## **PAYMENT AND COLLECTION OF FEES**

### **We are part of the Canada Wide Early Learning Childcare System**

Fees are paid through our Pre-Authorized Payment plan. Fees will be taken from accounts on the 1<sup>st</sup> or the 1<sup>st</sup> and 15<sup>th</sup> of each month. Families will give the office the date they wish fees to be withdrawn from their account when signing the PAD agreement.

Base fees are listed on the fee ledger below. Non-base fees include NSF charges, cost of fob replacement, PA day charges and late fee charges.

***There are no discounts or reimbursements for any absences, statutory holidays or Centre closures.***

Enrollment into our program includes 2 security entry fobs. Additional fobs are \$25/fob and nonrefundable.

**CWELCC Families with children under the age of six as of June 30<sup>th</sup> of the current year registering for one of our programs are required to pay a \$200 non-refundable/non-transferable fee to secure their child's space with us. The \$200 will be applied/credited to your child's first month's fee.**

**Full day Kindergarten families who have registered their child in our FDK program between the months of September and June enter a 10-month financial commitment and are responsible for ensuring Aurora Children's Centre receives fee payments for those 10 months whether you withdraw your child from the program during the 10-month commitment.**

**If you withdraw, the full fee for the remaining months will be taken from your account upon receipt of the one-month written notice given to administration.**

(eg. If you withdraw in April, you are still required to pay for May and June.)

**Families with children over 6 yrs. of age before June 30 of the current year (not eligible for CWELCC) will be charged the registration fee shown below on the fee schedule.**

A penalty of \$30.00 will be applied due to insufficient funds.

If families are having financial difficulty, and are in arrears, they are required to speak immediately to the Director to discuss payment options. Failure to do so will result in the Corporation informing a collections agency of the arrears.

**One month’s notice is required if you withdraw your child from our program. There is no reimbursement or credit if you choose to withdraw earlier during the one month’s notice period.**

Please speak with the Executive Director if you have any questions regarding fees.

*Families who are in arrears for two weeks or more may be asked to withdraw their child.*

<b>AURORA CHILDREN'S CENTRE 2025 MONTHLY FEE SCHEDULE</b>		
<u>(Centre closes for 1 week between Christmas and New Years)</u>		
Fees are paid by Pre-authorized payment on the 1st of the month or split between the 1st & 15th. Fees are based on an average of 21.75 dys/mth.		
<b>AS OF JANUARY 1ST 2025 WE WILL NO LONGER BE OFFERING PART TIME CARE.</b>		
<b>BASE FEES</b>		
<b>CWELCC (Monthly) FOR UNDER 6 YRS OF AGE</b>	<b>MONTHLY</b>	<b>DAILY</b>
<b>Toddler</b> Ratio 1:5	<b>\$478.50</b>	<b>\$22.00</b>
<b>Preschool</b> Ratio 1:8	<b>\$478.50</b>	<b>\$22.00</b>
<b>Kindergarten (full day at ACC)</b> Ratio 1:13	<b>\$430.22</b>	<b>\$19.78</b>
<b>Kindergarten (Before &amp; After)</b> <b>(Sept to June)</b> Ratio 1:13	<b>\$261.65</b>	<b>\$12.03</b>

**P.A. DAY FEES FOR CWELCC CHILDREN UNDER 6 YEARS :** \$22/day  
 (includes PA days, Strike days & Snow days)

**THE ABOVE RATES ARE BASED ON 2025 GOVERNMENT CWELCC GUIDELINES FOR CHILDREN UNDER 6 (as of June 30th of current year)**

<b>Not eligible for CWELCC Funding (6 - 12 yrs of age)</b>	<b>Full Time</b>
<b>Kindergarten (full day at ACC)</b> Ratio 1:13	<b>\$885.00</b>
<b>Kindergarten (Before &amp; After) (Sept to June)</b> Ratio 1:13	<b>\$490.00</b>
<b>School Age (Sept to June)</b> Ratio 1:15	<b>\$470.00</b>

**NON-BASE FEES**  
 (includes PA days, Christmas Break, March Break, Strike days & Snow days)

Internal families \$25/day  
 External families \$50/day

REGISTRATION FEE- \$50 (includes 2 fobs)  
 REPLACEMENT FOBS - \$25

**SUMMER CAMP FEES- WILL BE FOUND ON OUR WEBSITE**

revised Jan 10, 2025

**AURORA CHILDREN’S CENTRE BEFORE AND AFTER SCHOOL**

Before and After School clients are required to pay fees for all weeks during the school year, September to June. Both internal and external families will pay an additional cost for the Christmas Break and March Break, Professional Development days and care during any School closure.

Families who wish to take a holiday between September and June must still pay their regular fee.

## **SUMMER CAMP**

For July and August enrolment, the B& A Summer Camp and Mini Camp payments are based on the weeks you register your child for Camp.

## **INCOME TAX RECEIPTS**

Income tax receipts will be given at the end of the year unless payment of fees has not been paid in full.

## **WAITING LIST**

A list will be maintained by the Supervisor for those families who have expressed an interest in having their child (ren) attend the Centre. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space. Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or remain until another space becomes available.

*A sibling of a child already enrolled in one of our programs will be given priority when a space in the Centre in his/her age group becomes available.*

## **Waiting List Policy and Procedures**

### **Purpose**

This policy and the procedures within provide for waiting lists to be administered in a transparent manner at all Aurora Children's Centre Inc. centres. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under *Ontario Regulation 137/15* for a childcare centre that maintains a waiting list to have related policies and procedures.

### **Policy**

#### **General**

- A list will be maintained by the Supervisor for those families who have expressed an interest in having their child(ren) attend. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space.
- Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or retained until another space becomes available.

- At any time the families may contact the Supervisor to find where their child is positioned on the wait list. The Supervisor will do this without breaching the privacy and confidentiality of other children on the list.
- Aurora Children’s Centre Inc. will strive to accommodate all requests for the registration of a child at the childcare centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.
- The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

**Additional Policy Statements**

A. A sibling of a child already enrolled in one of our programs will be given priority when a space in his/her age group becomes available.

**Procedures**

**Receiving a Request to Place a Child on the Waiting List**

1. Aurora Children’s Centre Inc. will receive parental requests to place children on a waiting list via phone call, email, or online applications.

**Placing a child on the Waiting List**

1. Aurora Children’s Centre Inc. will place a child on a waiting list in chronological order, based on the date and time that the request was received.

1. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child’s position on the list.

**Offering an Available Space**

1. Parents of children on the waiting list will be notified that a space has become available in their requested program.

2. Parents will be provided a timeframe of 5 days in which a response is required before the next child on the waiting list will be offered the space.

3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

### Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Supervisor or Assistant Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

2. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### **Glossary**

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

### Regulatory Requirements: Ontario Regulation 137/15

#### **Waiting Lists**

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

**Policy and Procedures Established:** December 2016

**Policy and Procedures Updated:** June 7, 2021; October 2024

## **ADMISSION AND WITHDRAWAL**

The program is offered to toddlers and children up to the child's 12<sup>th</sup> birthday. If the birth date falls in the school year, the child can continue in our program until the end of June. If the Supervisor/Director feels the program is no longer meeting the needs of the older child, the Centre has the right to ask the parent to withdraw the child from the program.

Upon enrollment to the Centre, parents/guardians must complete application forms and provide an up-to-date record of immunization. The child's record must be updated frequently with any subsequent immunization or changes in personal information, e.g. parent/guardian's change of workplace.

***If a parent is withdrawing their child from our Centre, a one-month written notice must be submitted to the Centre informing us of the date of the withdraw.***

## **INVOLUNTARY WITHDRAWAL**

We strive to meet the needs of all children; however, the Director may determine that a child should be withdrawn from the Centre under the following conditions.

If the child:

1. is exhibiting violent or extremely aggressive behaviour (posing a threat to himself/herself or others)
2. Has a need which cannot be met without distress to the child, other children, or the program.

The following steps will be taken by the Director and Supervisor to assist in finding a solution to the situation:

1. Ongoing verbal communication between parents and staff
2. Notification and review of the situation by the Board of Directors
3. Accurate documentation of the behaviour and concerns about the child
4. Parent/Teacher/Supervisor/Director meeting to discuss the situation/behaviour.
5. Permission requested from the parents to pursue outside assistance.
6. Further review and a decision by the Director and Board of Directors

If no resolution is forthcoming, the child will be requested to be withdrawn from the Centre after a written two-week notice has been issued.

The Ministry of Education Childcare Quality Assurance and Licensing/Early Learning Division will be made aware of the situation and the actions that have been taken towards resolution. An occurrence report will be filed, and parents/guardians have the right to appeal procedures and decisions with the Director and Board.

## ARRIVAL

### **SCREENING ASSESSMENT MUST BE COMPLETED ON YOUR CHILD(REN) PRIOR TO ARRIVAL**

The Centre is open at 7:00 a.m. Any child arriving before 7:00 a.m. is to be supervised by a parent/guardian until the facility is open. Parents/guardians are asked to notify the Centre by 8:30 a.m. if their child is ill, late or to be absent for any other reason. Upon arrival, parents/guardians must bring their child into the program room and see that they are under the supervision of the staff. Regular arrival and departure times help establish and maintain the routines for the programs. **As a rule, parents/guardians are asked to arrive with their child no later than 9:30 a.m.**

### SAFE ARRIVAL POLICY

The safety of children is our top priority. It is important that if your child is going to be absent or late for any reason, that you inform the Centre, and report the reason for the absence.

Policy: Arrival is a busy time at the Centre, so by communicating absences and working together, we can make sure the children are safe. Most families have the usual time for dropping off their child. This policy will provide staff, students, or volunteers with a clear understanding of their role and responsibilities for ensuring the safe arrival and dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

#### **Procedures:**

1. All Parents/Guardians will communicate the absence by sending a message through Lillio or by calling the Centre.
2. Parents/guardians are asked to contact the Centre before 8:30 a.m., if their child is absent from the Centre. Parents/Guardians will communicate the absence by sending a message through Lillio or by calling their child's classroom extension to speak to a staff member or by leaving a message on the classroom voicemail.
3. If the classroom staff do not hear from the parent/guardian of children typically in attendance by 9:30 a.m., the staff will contact the parent/guardian by messaging through Lillio or by calling using the phone number(s) the centre has on file. The parents/guardian are responsible for ensuring the phone numbers they have given the Centre are correct.
4. If the parent/guardian does not email or call the Centre, and if the Centre cannot

reach the parent/guardian to confirm an absence, the Centre will call the emergency contact on your child's application form.

5. Staff will keep administration informed if parents/guardians or emergency contacts cannot be reached.

### **DEPARTURE**

Most families also have a 'usual' time for picking up their child. If for some reason a child is going to be picked up earlier or later than usual, families are asked to advise the staff in advance by email through Lillio or a phone call to the Centre. Children must be picked up no later than 6:00 p.m. If a child is not picked up by 6 p.m. the staff will call the parent/guardian. If the parent/guardian cannot be reached, emergency contacts will be called.

Children will be allowed to leave the Centre only with their parents/guardians unless the parents/guardians state otherwise in their consent form or with written/verbal notice. The designate must produce photo identification before the child can leave the Centre.

***If the staff cannot reach parents/guardians or emergency contacts after the Centre's regular closing time, Children's Aid Society will be contacted after 6:30 p.m.***

Parents who are late picking their child up after the Centre has closed will be charged as follows:

6:01 – 6:10 p.m. \$20.00

6:11 p.m. and forward, an additional \$5.00/minute will apply.

Payment is made directly to the Centre.

If a family is consistently late, the Director will speak with the family. If the lateness continues, the Director may ask the family to find alternate care.

### **CUSTODY OF CHILDREN/LEGAL GUARDIAN**

With the challenges of custody arrangements, there comes with it many communication issues and stress for both the family and the Centre. Please understand that we will only follow instructions that are outlined on legal Court Documents. Parents are responsible for ensuring the Centre has all updated information.

### **FOOD**

We are a 'NUT AWARE' facility.

Hot lunches (toddlers, preschool, JK/SK) and nutritious snacks are provided for the children. Menus are posted outside the kitchen. (Please do not bring outside food into the Centre unless approved by the office.)

Alternatives due to allergies, special diets, or preferences are supplied by the parent/guardian. There is no reduction in fees.

### Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

- In cases where a child has food allergies and the meals and snacks provided by the Childcare Centre cannot meet the child's needs, the child's parent must supply snacks/meals for their child. All written instructions for the diet are provided by a parent.
- Parents must label food containers brought to the Childcare Centre with the child's full name, classroom and the date the food arrives at the Childcare Centre, with written ingredients.
- Where food is provided from home for children, we will ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Parents who serve food containing allergens at home must ensure their child has been rid of the allergens prior to attending the childcare centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

### ANAPHYLACTIC POLICY

Aurora Children's Centre believes that the safety and the welfare of children who are at risk of anaphylaxis is a community responsibility.

*This policy applies when a child is diagnosed as being at risk of anaphylaxis by a qualified medical practitioner and is enrolled at our Centre. It applies to parents/guardians, staff, students, volunteers and specialists visiting the Centre.*

*Parents are required to supply the Centre with 2 epi pens/auto injectors. Expired or recalled medication will be sent home and must be replaced before returning to the Centre.*

### SAFE DRINKING WATER PROCEDURE (Safe Drinking Water; Act 2002;O.Reg. 243/07)

Procedure:

Aurora Children's Centre will ensure that the guidelines of the Safe Drinking Water Act 2002 are followed.

### SANITARY HEALTH AND SAFETY PROCEDURES

We follow Routine Practices and Precautions in all aspects of childcare as recommended by Public Health.

### IMMUNIZATION RECORDS FOR CHILDREN

Each child's medical form must be completed and returned to the Centre before the child's start date. A copy of your child's medical form (updated immunization records) will be kept in a locked cabinet on the premises. Once children are registered at school (the Education Act), we no longer require an updated immunization record for our files.

Children will be observed by their teachers daily to ensure that they are well enough to attend.

### **IF CHILDREN ARE NOT IMMUNIZED**

If parents choose not to vaccinate their child(ren), written documentation of a religious, conscientious or medical exemption must be provided. For medical exemptions, a written statement from a physician or nurse practitioner stating why the child should not be immunized is required. (Forms provided by office) For all other exemptions, a letter from the parent declaring their religious or conscientious objection is required. Photocopies of exemption letters will be sent to York Region Public Health Immunization Services.

If an outbreak of a vaccine-preventable disease occurs, children who are not immunized may be excluded from attending the Centre to reduce their risk of getting the disease.

Staff are required to provide a health assessment and immunization records as recommended by the local medical officer of health upon employment. In addition, proof of a recent chest x-ray or TB test is required.

### **HEALTH**

We realize that health is a complex issue in a childcare setting, and in formulating our health policy, we have been cognizant of the following factors:

- the inability of a child who is ill, to cope with the day's program.
- the need to protect our children from contagious disease.  
the need for a guideline to assist parents/guardians in deciding whether to bring a child who is "not quite well" to the Centre.
- the need by staff for guidelines to assist them in deciding whether to call a parent/guardian away from work when a child develops symptoms of illness during the day.

### **ILLNESS:**

**Sick children should be kept at home until well enough to return and absent of the symptoms below.**

Our basic guidelines are taken from Public Health and our experience in childcare.

- \_\_\_\_\_ Children may not attend the Centre for the first 24 hours of being on a prescribed medication or having been administered **ANY** vaccine. This allows the child to get well and begin fighting the ailment or give time for any potential reaction to the medication or vaccine dose.
- Fever-considered to be a temperature above 37.4 C (99.3F) when taken under the arm or

38C(100.4F) if taken in the ear; a child is required to be at home until the fever subsides and will not be permitted back at the Centre until the child remains fever free for a minimum of **24 hours** without the use of fever/pain medication. The child must be without the presence of other symptoms, for example, diarrhea or vomiting.

- Two consecutive occurrences of vomit and or diarrhea (**need to be away from Centre 48 hours**)
- Vomiting – can be a sign of illness or reaction to medication or food.
- Unexplained rashes – a doctor must determine that the rash is not-contagious before the child can return to the Centre. A child cannot return if sores are open, runny or have not healed.
- Paleness, flushed face, or continuous crying – these are possible symptoms of illness, and a child may still suffer from these symptoms even if on medication for a diagnosed illness.
- \_\_\_\_\_ Yellow discharge from the eyes, crustiness around the eyes, puffy or red eyes could mean pink eye (conjunctivitis) – the child must be on the prescription for **24 hours** and completely clear of discharge from the eyes before returning to the Centre.
- \_\_\_\_\_ Severe or croupy cough – especially if the child is weakened by the cough and is unable to cope with the program.

**The child will not be accepted back into the Centre until the child's condition is no longer contagious.**

Recommendations by York Region Public Health will determine the exclusion periods for communicable diseases such as chicken pox, pink eye, impetigo, red measles, whooping cough, strep throat/scarlet fever, and gastrointestinal. Both sites have a Communicable Disease Chart or brochures available to you either in the hall or in the office. Please contact Public Health at 905-895-4511 for more information.

A general rule for determining whether the child is well enough to be at the Centre is: If the child is too ill to participate in the indoor and outdoor programs, then the child is too ill to attend their Centre. As per the Childcare and Early Years Act, the children will be expected to be outdoors each day except during inclement weather. It will be the decision of the Director/Supervisor and the staff on such occasions as to whether the child should be sent home.

If a child becomes ill at the Centre, parents/guardians will be contacted immediately and will need to arrange prompt pick-up of their child. Parents/guardians are required to call in sick for their child by 9:30 a.m. and explain the illness so that the staff may watch for the same illness in others.

**THERE IS NO FEE DISCOUNT FOR DAYS MISSED DUE TO ILLNESS.**

## **MEDICATION**

Please inform us if your child is on medication at home. Only prescribed medication or that which is accompanied by a Dr.'s note can be administered at the Centre (this includes medication prescribed by a Naturopath). Parents will be requested to fill out and sign a

medication administration form. All medications must be in the original container and clearly labeled with the Dr.'s name, specific instructions on administration, the child's full name and date when it was prescribed. Medications will not be given if it is past the expiry date or the number of days it was prescribed for. All medications must be handed to the teacher upon arrival. The medication will be stored in a locked container according to the storage directions outlined by the pharmacist. For the first 24 hours of being on a prescribed medication, the child may not attend the Centre. This allows the child to get well and begin fighting the ailment as well as be at home in the case of an allergic reaction.

Epi-pens, Inhaler's may be kept on the child's person if the Centre receives written authorization from the parent/guardian that it is with their child.

***Fever-reducing medications such as Tylenol, Tempura, Advil etc. will not be administered unless prescribed by a doctor.***

***Please do not leave any medication in your child's bag or knap-sack. You must notify ACC staff when your child has or is on medication. (Epi-pen, Inhalers, liquid or pills.)***

## **OUTBREAK PREVENTION**

Aurora Children's Centre is committed to ensuring that the children, staff, and families follow the infection and prevention practices as written in the Public Health Guide, to prevent the spreading of infectious diseases. If a child displays any flu like symptoms or fever, vomiting or diarrhea upon arriving at the Centre, the child will not be accepted into the program.

## **HEAD LICE POLICY**

Head Lice always causes concern and frustration for some parents. This policy is intended to outline roles, responsibilities and expectations with treating and controlling head lice in a consistent and coordinated manner.

While parents have the primary responsibility for the detection and treatment of head lice our Childcare Centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively.

If a child has 'live' head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs).

### **Role of Parent:**

### **Precautions:**

1. Brush your child's hair vigorously at least once a day. Teach your child how to brush

- their own hair vigorously. Head lice are fragile creatures and easily damaged.
2. Inspect hair and scalp weekly (daily during an outbreak).
  3. Notify the centre if your child is found to have live lice and advise when treatment commenced.
  4. Use only safe and recommended practices to treat head lice. (read information handed out for treatment).
  5. Keep long hair tied back or in a ponytail.
  6. Teach your child not to share combs, brushes, or hats. Wash combs, brushes, and hats regularly.

**YOUR CHILD IS NOT TO RETURN TO THE CENTRE UNLESS ACCOMPANIED WITH A LETTER FROM A RECOGNIZED NIT/LICE REMOVAL COMPANY STATING THAT YOUR CHILD IS NIT/LICE FREE AND ABLE TO RETURN TO THE CENTRE.**

#### **Role of the Centre:**

1. Notify parents of any outbreak of head lice.
2. To distribute up to date and accurate information on detection, treatment, and control of head lice to parents.
3. To ensure all families are kept up to date with current information on head-lice and any changes to the policy.
4. To ensure the Centre's head lice policy is reinforced during outbreaks.
5. At the Administration's discretion, an 'expert' will be brought in to conduct head checks of the group most affected or if necessary, the entire centre.
6. To supply families with a list of recognized 'nit/lice removal companies.  
Lice Squad- 1-888-542-3778.

#### **REST TIMES**

According to Childcare and Early Years, the toddler and preschool programs must have a scheduled rest time for at least one hour each day. In our Centre, these programs have a quiet time. If a child is not sleeping after the first half hour, they will be provided with a quiet activity (books, puzzles). The Centre provides cots, and sheets. Parents/guardians must provide cover blankets for their child/ren, which will be sent home weekly for laundering.

#### **TRIPS**

From time to time, excursions to places of interest are planned as part of the children's program. Members of the staff provide supervision, and every precaution will be taken to ensure the safety of the children. Parents must sign a trip consent form upon enrollment for their child to participate. Children's parents who do not sign trip consent forms may be asked to find alternate care for their child for the duration of the trip.

## **CLOTHING**

For the children's comfort, please ensure that they wear casual clothing and provide a bag/bin for storage with an extra set of clothing in case of a mishap. **Please label all clothing, especially outerwear, with your child's name.** We cannot be responsible for lost articles.

**Please provide 2 – 3 Wet/dry bags for soiled clothing. If soiled clothing is not picked up within a week, then due to sanitary reasons, the bag of soiled clothing will be disposed of.**

<i>Winter</i>	<i>Spring/Fall</i>	<i>Summer</i>
Snowsuit	splash suit	sunhat
Hat & scarf	rain boots	rain boots
Sweater	sweater	sunscreen
2 pairs mittens	2 pairs mittens	

**NOTE: Indoor and outdoor shoes please.**

**\*\*For all seasons, an extra shirt, pair of pants, socks and underwear from home should be kept in your child's cubby. (Toddler and Preschoolers require 2 sets)**

We also recommend that school-age children have a change of clothes as well.

## **TOYS**

Toys will be washed as per Public Health Guidelines. Tables and chairs will be washed daily following lunch and snacks.

## **WASHROOMS AND BEDS**

Washrooms, toilets, and diaper changing areas will be tidied and disinfected as per Public Health Guidelines. Each toddler and preschool child will have their own cot, labeled with their name. Cots will be disinfected weekly.

## **LAUNDRY**

Sheets, towels, and kitchen items will be washed weekly or more frequently, if necessary. Blankets will be sent home to be laundered weekly. Cots will be disinfected weekly.

## **BROKEN OR LOST ITEMS**

The Centre is not responsible for children's broken or lost items such as glasses, hearing aids, communication devices, toys or damaged clothing during the term of care with Aurora

Children's Centre. Replacement/repair of such items is solely the responsibility of the parents/guardians.

## **SMOKING**

We are a smoke/vape free environment.

***It is the policy of Aurora Children's Centre to provide a Smoke/Vape-Free Environment for the children, employees and others while on Centre property, in accordance with the Smoke-Free Ontario Act Legislation 9 (1), (2), (3).***

## **FIRE**

Fire drills will take place once a month. They will be recorded immediately following the drill. Fire routes are clearly marked throughout the Centre. Fire procedures will be on display in each classroom. Regular fire inspections are required for the annual licensing of the sites.

## **EMERGENCY MANAGEMENT**

In the event of a fire, gas leak, flood, water/power shortage, or any other emergency where evacuation may be required, Aurora Children's Centre will follow the Emergency Management Policy.

**In the event an evacuation is necessary, due to the Centre being deemed unsafe:**

The children of Aurora Children's Centre will be taken to the Aurora Family Leisure Complex located at 135 Industrial Pkwy. N.

Parents will be notified by email or phone call as soon as possible and may be required to pick up their child if resolving the issue is hours away.

## **VULNERABLE SECTOR SCREENING**

In accordance with the policy of the Ministry of Children and Youth Services, all successful candidates for either full-time, part-time or replacement employee positions who have direct contact with the children under the Centre's care will be required to provide a **Vulnerable Sector Screening** prior to employment. As of September 2011, Vulnerable Sector Screening is required for all volunteers and outside agencies who have been invited to the Centre.

***All employees, volunteers and outside agencies are required to have a Vulnerable Sector Screening every 5 yrs. and sign an Offences Declaration for each year for the years in between***

# Parent Issues and Concerns Policy and Procedures

POLICY: The purpose of this policy is to provide a transparent process for parents/guardians, Aurora Children's Centre, and staff when parents/guardians bring forward issues/concerns.

## General

Parents/guardians are encouraged to take an active role in our 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, 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 Aurora Children's Centre, Inc. 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 two (2) to three (3) 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, childcare staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

**To respect the privacy of all parties, it is important that issues and concerns be dealt with in a professional and respectful manner amongst those involved, and not discussed on social media.**

## Conduct

Our Centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated by 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 Supervisor or Designate.

## 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 Staff and/or Licensee in responding to issue/concern:
<p><b>Program-Related</b> E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or</li> <li>- arrange for a meeting with the parent/guardian within two (2) to three (3) business days.</li> </ul>
<p><b>General, Agency- or Operations-Related</b> E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p>	<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>Staff-and/or Licensee-Related</b> E.g: conduct of the Administration or staff etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p>All issues or concerns about the conduct of the staff that puts a child's health, safety and well-being at risk should be reported to the Executive Director and or Board of Directors as soon as parents/guardians become aware of the situation.</p>	<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>Related to Other Persons at the Centre</b>  E.g. Support staff</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p>All issues or concerns about the conduct of other persons in the Centre that puts a child's health, safety and well-being at risk should be reported to the Executive Director and or Board of Directors as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) to three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p><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 the Executive Director and or the Board of Directors as soon as parents/guardians become aware of the situation.</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 Executive Director.

Issues/concerns related to compliance with requirements set out in the *Childcare 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)

Children's Aid Society of York Region: 905-895-2318

York Region Public Health Department: 905-895-4511

College of Early Childhood Educators: 416-961-8558

### **DUTY TO REPORT**

We are all responsible by law for reporting any suspected abuse. (Child, Youth and Family Services Act, revised 2023)

A condition of:

1. Physical Harm
2. Malnutrition or mental ill health of a degree that, if not immediately remedied, could seriously impair growth and development, or result in permanent injury or death.
3. Sexual Molestation

If a staff member of Aurora Children's Centre has reasonable grounds to suspect that a child is suffering – or may have suffered abuse, the staff is obligated by law to report their suspicion to the local Children's Aid Society.

If a parent, staff, or other accuses a staff member of abuse, it is the duty of the Centre to report the accusation to the Children's Aid Society and follow the direction given by the worker spoken to. Children's Aid will investigate the allegation. Aurora Children's Centre will send the staff member home immediately. The employee will be compensated for the days of work missed until Children's Aid completes their investigation. The Centre may not, under the Labor Law, dismiss an employee on an accusation. If at the end of the investigation it has been proven by Children's Aid Society that abuse occurred, the employee will be immediately dismissed.

**Procedure for Reporting Abuse:** Every person in Ontario is required to call their local Children's Aid Society immediately to report his/her suspicion that a child may have been abused or is at risk of abuse.

# AURORA CHILDREN'S CENTRE INC.

## Serious Occurrence Policy and Procedures

### Purpose

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are addressed by Aurora Children's Centre Inc. and reported to the Ministry of Education for review.

This policy is intended to fulfill the obligations set out under *Ontario Regulation 137/15* for policies and procedures with respect to serious occurrences for childcare centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

### Policy

#### Identifying a Serious Occurrence

- Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:
  - A. the death of a child who received childcare at a childcare centre,
  - B. abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre,
  - C. a life-threatening injury to or a life-threatening illness of a child who receives childcare at a childcare centre,
  - D. an incident where a child who is receiving childcare at a childcare centre goes missing or is temporarily unsupervised,
  - E. an unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at the childcare centre,

#### General

- All children, staff and other persons must have completed and updated emergency information in the supervisor's emergency file/data base.
- Staff must have a current Standard First Aid Certificate if employed in a position working directly with children.
- Staff must always supervise every child.

- Staff are required to count the number of children in their care regularly throughout the day followed with a roll call, especially; before and after the movement of children from within the centre, when outside, when moving children to and from areas, and at any time that the children are taken off premises.
- There must be a complete first-aid kit and first-aid manual in the centre. The kit should be out of reach of children.

### Reporting a Serious Occurrence

- Staff will notify the centre, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the centre, supervisor or designate will notify the program advisor (PA) assigned to the licence by email within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

### Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, the Supervisor or Designate will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix A.
- The form will provide a summary of the serious occurrence and of any action taken by the childcare centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.

- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

### Concerns about the Suspected Abuse or Neglect of a Child

- If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person will report the suspicion directly to a children's aid society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.
- Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

### **Procedures to Respond to a Serious Occurrence**

#### Steps to Follow for All Serious Occurrences

#### **Steps for Staff, Students and Volunteers to Follow:**

1. Immediately:
  - Ask for assistance from other staff, students, or volunteers.
  - Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training, where applicable.
  - Call emergency services and follow direction from emergency services personnel, where applicable,
  - Ensure that other children are removed from the scene and do not have access to the area, where applicable.
  - Address any risks to the health or safety of the child and/or other children present to prevent the risk of further harm.
  - Notify the supervisor/designate.
2. Ongoing and after the incident:
  - Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.)
  - Ensure that children are supervised at all times.
3. Within 24 hours:
  - Document the incident in:
    - a. the daily written record;
    - b. the child's record of symptoms of illness, if applicable; and/or

- c. in an accident report, if applicable.
- Where an accident report is created, provide a signed copy to a parent of the child.

**Steps for Aurora Children’s Centre Inc. (Supervisor/Designate) to Follow:**

1. Immediately:
  - Provide assistance to children, staff, students, volunteers and families.
  - Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training.
  - Call emergency services and follow direction from emergency services personnel, where applicable.
2. Within 24 hours of becoming aware of the incident:
  - Collect all pertinent information to report the incident to the Ministry of Education as a serious occurrence, including:
    - A description of the incident;
    - The date, time, place where it occurred, actions taken and outcome;
    - The current status of the incident and child/parties involved; and
    - All other parties notified (e.g., emergency services, CAS, parents).
3. Report the serious occurrence in CCLS, or notify the Ministry of Education program advisor by telephone or email where CCLS is not available. Note: Where CCLS is not available, a serious occurrence report will be submitted in CCLS as soon as it becomes available.
4. Post a summary of the serious occurrence and of any action taken by the childcare centre in a place that is visible and accessible to parents.
5. Ongoing and after the incident:
  - Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.)
  - Maintain confidentiality at all times.
  - Update the serious occurrence report in CCLS, as required.
  - Conduct an internal review of the serious occurrence with staff, students and volunteers to establish next steps and reduce probability of repeat occurrences.
  - Provide children, parents, staff, students and/or volunteers with supports, if needed.

- Review with staff, students and volunteers the childcare centre’s program statement policies and procedures that set out prohibited practices and expectations of promoting the health, safety, nutrition and well-being of all children.

### **Steps to Follow According to Specific Serious Occurrence Categories**

#### **SERIOUS OCCURRENCE: Death of a Child**

##### **Steps for Staff, Students and Volunteers to Follow:**

##### **Death occurs while a child is receiving childcare:**

See ‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers.

##### **Steps for the Licensee/Supervisor/Designate to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and

##### **a) Death occurs while a child is receiving childcare:**

##### **1. Immediately, upon becoming aware of the incident:**

- Contact a parent of the child, or where a parent cannot be reached, contact the child’s emergency contact.

##### **b) Death occurs while a child is not receiving childcare:**

##### **Within 24 hours of becoming aware of the incident:**

- Contact local Children’s Aid Society (CAS) or police services to find out if there is an investigation. If an investigation is ongoing, conduct an internal investigation after CAS or police services have completed their investigation, if applicable.

#### **SERIOUS OCCURRENCE: Allegation of Abuse and/or Neglect**

##### **Steps for Staff, Students and Volunteers to Follow:**

‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and

##### **Where there is a concern about the abuse or neglect of a child by any person:**

##### **1. Immediately:**

- Report concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the *Child, Youth and Family Services Act, 2017 (CYFSA)*.
- Document the conversation with CAS and follow their recommendations.
- Notify the supervisor/designate of the incident and the report made to CAS, where appropriate.
- Refrain from discussing the allegation with others.
- Always maintain confidentiality.

### **Steps for the Licensee/Supervisor/Designate to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and **Where there is a concern about the abuse or neglect of a child by a staff, student or volunteer, or where a person has otherwise reported alleged abuse/neglect concerns to the supervisor/designate:**

1. Immediately:
  - Notify the person who reported concerns about their duty to report obligations under the *Child, Youth and Family Services Act, 2017 (CFSA)*.
  - Report the concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the CYFSA, unless it is confirmed that a report has already been made to CAS.
  - Document the concerns.
  - Contact and notify a parent of the child, where appropriate.
  - Based on the nature of the allegation and/or the direction of CAS and/or internal policies, determine next steps such as disciplinary measures and additional actions, such as an internal investigation to protect children in care.
  - Determine whether the individual alleged to have abused/neglected a child is registered with a professional regulatory body (e.g. College of Early Childhood Educators, Ontario College of Teachers, etc.). If so:
    - Report the allegation of abuse to the appropriate regulatory body;
    - Report to the College of Early Childhood Educators when the employment of a registered early childhood educator (RECE) is suspended or terminated or if the RECE resigns.
  - Refrain from discussing the allegation with others.
  - Maintain confidentiality at all times.
2. Once all external investigations are complete (e.g. by police and/or CAS), if applicable:
  - Update the serious occurrence report in CCLS, as required.
  - Update all other authorities to whom the allegation was reported (e.g. College of Early Childhood Educators, Ontario College of Teachers, CAS, etc.).

### **SERIOUS OCCURRENCE: Life-threatening Injury or Illness**

- a. Injury
- b. Illness

### **Steps for Staff, Students and Volunteers to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers.

**Steps for the Licensee/Supervisor/Designate to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate.

**SERIOUS OCCURRENCE: Missing or Unsupervised Child(ren)**

**a. Child was found**

**b. Child is still missing**

**Steps for Staff, Students and Volunteers to Follow:**

‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and

1. Immediately, upon becoming aware that a child or children are missing:
  - Alert the supervisor/designate, and all staff, students and volunteers;
  - Search the childcare premises, including outdoor areas (e.g. hallways, washrooms, playground, outdoor classrooms, etc.);
  - Ensure that remaining children are supervised at all times.
- a)** Where the child or children are not found after being deemed missing.
  - Continue to search the premises.
  - Update the supervisor/designate.
- b)** Where the child or children are found after being deemed missing.
  - Update the supervisor/designate.
2. After the child or children have been found, after being deemed missing:
  - Document the incident in the daily written record.

**Steps for the Licensee/Supervisor/Designate to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and

1. Immediately, upon becoming aware that a child is missing:
  - Assist with searching for the missing child(ren).
- a)** Where the child or children are not found after being deemed missing:
  - Call emergency services and follow direction from emergency services personnel.
  - Contact the child(ren)’s parent(s), or where a parent cannot be reached, contact the child’s emergency contact.
- b)** Where the child or children are found after being deemed missing:
  - Update the child(ren)’s parent(s), or where a parent cannot be reached the child(ren)’s emergency contact(s).

## **SERIOUS OCCURRENCE: Unplanned Disruption of Normal Operations**

- a. Fire**
- b. Flood**
- c. Gas Leak**
- d. Detection of Carbon Monoxide**
- e. Outbreak**
- f. Lockdown**
- g. Other Emergency Relocation or Temporary Closure**

### **Steps for Staff, Students and Volunteers to Follow:**

‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and

- a)** Where the incident is suspected to be an outbreak:
  - 1.** Immediately:
    - Notify the supervisor/designate on site of concerns.
    - Separate children who are showing symptoms of illness from other children.
    - Follow the child care centre’s sanitary practices policy and procedures.
  - 2.** Within 24 hours:
    - Record symptoms of ill health in the affected child(ren)’s records,
    - Document the incident in the daily written record.
- a)** Where the incident is not an outbreak (all other disruptions of normal operations):
  - 1.** Immediately:
    - Follow the child care centre’s fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable.
  - 2.** Within 24 hours:
    - Document the incident in the daily written record.

### **Steps for the Licensee/Supervisor/Designate to Follow:**

See ‘Steps to Follow for All Serious Occurrences’ for the Licensee/Supervisor/Designate, and

- a)** Where the incident is suspected to be an outbreak:
  - 1.** Immediately:
    - Contact the local public health department.

**b)** Where the incident is deemed an outbreak by public health:

**1.** Immediately:

- Follow instructions from the local public health department.
- Contact the parent(s) of the affected child(ren) and ensure the affected child(ren) are picked up by their parent(s) and/or taken to hospital.
- Obtain an outbreak posting from the local Medical Officer of Health and post in an area easily accessible for parents.

Note: Outbreaks must be reported as a serious occurrence only if deemed an outbreak by public health.

**2.** Within 24 hours:

- Notify all parents of children enrolled at the childcare centre of the outbreak.

**a)** Where the incident is not deemed an outbreak, follow sanitary practices policy.

**b)** Where the incident is not an outbreak (all other disruptions of normal operations):

**1.** Immediately:

- Follow the childcare centre's fire safety and evacuation plan and/or the emergency management policies and procedures, as applicable.

**Note:** a hold and secure (an external threat in the area) is not a reportable serious occurrence.

## **Glossary**

*Children's Aid Society (CAS):* A local agency with the exclusive mandate, under the [Child, Youth and Family Services Act](#), 2017 to investigate allegations of child abuse or neglect and to deliver child protection services.

*Emergency:* An urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the childcare centre.

*Interact:* To be or become involved in communication, social activity or work with somebody else or one another (Source: Encarta Dictionary). Examples of interactions with children include conversing, playing, directing, intervening, supervising or assisting in fulfilling their needs (e.g. food/drink consumption, toilet use).

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

*Lockdown:* A threat inside the building that will restrict movement within the childcare centre.

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will only be referred to as "parent" in this policy).

*Serious Occurrence:* An incident that must be reported to the ministry of education within 24 hours.

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

### Regulatory Requirements: Ontario Regulation 137/15

#### **Serious occurrences**

#### **38.**

- (1) Every licensee shall ensure that,
- (a) there are written policies and procedures with respect to serious occurrences in each child care centre operated by the licensee and each premises where it oversees the provision of home child care, that address, at a minimum, how to identify, respond to and report a serious occurrence;
  - (b) a report is provided to a program adviser of any serious occurrence in any child care centre operated by the licensee or any premises where it oversees the provision of home child care within 24 hours of the licensee or supervisor becoming aware of the occurrence;
  - (c) a summary of the report provided under clause (b) and of any action taken as a result is posted for at least 10 business days in a conspicuous place at the child care centre or home child care premises; and
  - (d) the report and the summary of the report are each kept in accordance with section 82.

**Date Policy and Procedures Established:** November 2020

**Date Policy and Procedures Updated:** June 7, 2021; October 2024

### SUN-SENSE POLICY

Our Centre is in a unique position to encourage sun safety among the children in our care. We will do our best to help protect them from skin damage caused by the harmful ultraviolet rays of the sun.

Sun Smart Strategies:

1. Most outdoor activities will be held before 11 a.m. and after 4 p.m. If activities are outdoors in these hours, we will plan activities in the shade.
2. Parents are encouraged to apply sunscreen prior to arriving at the centre and to provide their children with clothes that protect them from harmful rays. (hats, sunglasses)
3. The parent will supply the Centre with sunscreen for their child/ren. A letter of permission for staff to apply/reapply sunscreen to your child shall be obtained upon registration.
4. The staff will apply sunscreen prior to outdoor activities. Sunscreen will be applied frequently while outdoors.

### HARASSMENT POLICY:

Our workplace Harassment Policy follows the guidelines as outlined in the Canada Labour Code.

## **Supervision of Students and Volunteers Policy**

### **Purpose**

Aurora Children's Centre Inc. welcomes both placement students and volunteers into the various programs offered. We believe it is a valuable part in gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for childcare centres.

### **Policy**

#### General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive childcare.
- Students and volunteers will not be counted in staff to child ratios.
- No volunteer or student will be under the age of 18.
- Every child who is in attendance is supervised by a Staff member at all times.
- Students and Volunteers are required to show proof of immunization and provide the Corporation with a clear Vulnerable Sector Screening.
- Students and Volunteers will be trained in Anaphylaxis and ISP's will be reviewed with the Supervisor prior to commencing.

### **Student and Volunteer Supervision Procedures: Roles and Responsibilities**

#### The Director and Supervisor must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.

- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the childcare centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
  - A. how to report their absence;
  - B. how to report concerns about the program;
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios.
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the childcare centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.

- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre’s criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

### Additional Procedures

1. The Director and Supervisor will review this policy annually.
2. The Supervisor will ensure that staff, volunteers and students sign and date the review.
3. Only a Registered Early Childhood Educator (RECE) will provide supervision and mentoring to the student/volunteer.
4. The Supervisor will ensure through written communication that the RECE is clear of their responsibility in regards to a student’s field placement.
5. The Supervisor will designate the RECE who will be directly responsible for the supervision and mentoring of the student/volunteer.

### **Glossary**

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

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

*Student:* Individual who is enrolled in an education program/school and is completing a placement.

*Volunteer:* An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).

### Regulatory Requirements: Ontario Regulation 137/15

#### **Supervision of volunteers and students**

11.1 (1) Every licensee shall ensure that every volunteer or student at a child care centre it operates or at a premises where it oversees the provision of home child care is supervised by an employee or home child care provider at all times and is not permitted to be alone with any child who receives child care at the child care centre or home child care premises.

(2) Every licensee shall ensure that there are written policies and procedures regarding volunteers and students that set out, at a minimum,

(a) the requirement described in subsection (1);

(b) the roles and responsibilities of the licensee and supervising employees; and

(c) the roles and responsibilities of volunteers and students.

**Date Policy and Procedures Established:** August 2016

**Date Policy and Procedures Updated:** June 7, 2021; October 2024

## **FUNDRAISING**

We have an ongoing fundraiser on our website called Mabel's Labels. You can access and place orders by typing in [campaigns.mabelslabels.com](http://campaigns.mabelslabels.com) for Aurora Children's Centre.

It is a great way to label your child(ren)'s belongings and children enjoy picking out the colour and design of their label. You can also pass the website on to your family and friends so they may place an order as well.

## **COMMUNITY PARTNERS THAT SUPPORT OUR TEAM**

Our Corporation constantly strives to provide your child with an enriched and stimulating environment. To be sensitive to all children's developmental needs, we have two community agencies that provide support and consultation to the classroom.

### **York Region Early Intervention Services**

This program provides an Early Interventionist (E.I.) or an Occupational/Physiotherapist if outside support is needed. The Early Interventionist will support the classroom teachers by demonstrating techniques and skills for the staff to encourage child development and participation in the classroom. The Occupational/Physiotherapist assists the classroom teachers by providing information specific to the children's fine and gross motor development. The E.I. provides the classroom teachers with a wide range of information, such as upcoming workshops, programs and services that may assist in staff development.

If you have any questions, please make enquiries with your classroom teacher. If you wish to speak directly to one of the consultants, an appointment can be arranged.

## **SECURITY**

The Centre has a security system and can only be accessed with a Fob.

## **COMMUNICATION**

Upon enrolment in our Centre, you as the parent/guardian enter a partnership with the teachers and admin staff of our corporation. One of the most important ways in which parents can be involved is to communicate with the teachers about their child. It helps the teacher if the parent takes a few minutes at the beginning or end of the day to let them know of any special or unusual events, which may have an impact on the child. Conversely, the teachers will want to let parents know of any highlights or upsets that have occurred during their day at the Centre.

We are a team... you, the Registered Early Childhood Educator, the Registered Early Childhood Educator's Assistant, and your child(ren).

Welcome to our Centre! We hope you and your child(ren) enjoy time with us!

**\*\*\*\*\*Additional Policies and Procedures for the Corporation can be reviewed at your leisure in the main office. Speak with any of the administration staff and they will provide the binder for you. The policies outlined in this handbook are subject to change as needed.**