

Borden Family Resource Centre
Le Centre de ressources à la famille de Borden

**Child Care Program
Parent Handbook**

Section 2

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Program Statement

The Child Care Program believes in providing a positive learning environment, which encourages and contributes to the development of each child as competent, capable, curious and rich in potential. The Program provides opportunities for meaningful play based on the child's individual needs, interests and abilities.

The Child Care Program Staff are familiar with and utilize the “How Does Learning Happen” document as the foundation for guiding program development and pedagogical approaches.

Pedagogical Approaches and Documentation

The Child Care Program’s pedagogical approach is rooted in the philosophy that children learn best through play, exploration, and meaningful interactions. Together Staff create a safe and inclusive community where every child can thrive and grow. Children learn through play, by offering various environments (outdoors, indoors, active play, rest and quiet time) this allows them to use their senses to discover, manipulate and learn. Program Staff use recognized pedagogical approaches to support children’s learning and development:

- observing the children at play.
- asking inquiring based questions.
- being responsive to the children’s interests and needs.
- develop activities and learning experiences based on observations.
- develop caring and responsive relationships with the children and families.
- reflecting on past play and experiences to plan further learning opportunities.

Child Care Program Staff document learning experiences by taking pictures and creating stories to share with families throughout the Centre in a variety of ways. The children are involved in the process by the sharing of their ideas and interpretations.

Guiding Behaviour

The most effective strategy for guiding behaviour and learning in child care programs is the overall program structure. Program policies and procedures ensure schedules and routines make sense to a child’s needs and to their understanding of time. Physical space is organized to clearly define the type of acceptable activities. Play materials and activities are interesting, attractive and invite participation.

Promoting Co-Operation

Staff provide opportunities for children to take part in activities that require helping, taking turns, problem solving and group participation.

Encouraging

Staff support children's independence in daily routines and activities such as toileting, tidying up of toys, washing tables and dressing. Children are encouraged to solve problems by identifying them, thinking about alternatives and consequently supported in their decision-making.

Setting Limits

The expectations for children are embedded in the environment and routines. Staff anticipate problems and must be prepared to intervene before situations arise. Staff are consistent in following through when limits are not met. Positive redirection and positive reinforcement are two guidance techniques commonly used. Occasionally, it is necessary to gently redirect a child from a situation for a short period of time. Staff will remain with the child until the child is ready to discuss in simple terms what has happened. At no time will corporal punishment or threats be utilized as strategies to discipline.

Each child is unique with individual needs and abilities. The Program is designed to ensure a progression of satisfying learning experiences according to developmental ability. Staff are committed to achieving the following goals for children by adhering to the *Child Care and Early Years Act, 2014* and Centre policies:

- a) The Child Care Program promotes the health, safety, nutrition and well-being of children by:
 - Providing 2 nutritious snacks and a lunch that follows Canada's Food Guide
 - Making meal time pleasant with Staff role modeling eating with utensils, guiding the children as they self-serve and socialization at lunch times with Staff sitting with the children
 - Completing daily cleaning charts thus ensuring the Centre is cleaned and sanitized daily
 - Completing daily health checks of children and communicate with parents when illnesses are present in the Centre
 - Completing daily and monthly playground safety inspections are completed by designated staff
 - Ensuring Allergy and Food restrictions information is kept up to date and located in playrooms for all Staff to view
 - Adhering to health guidelines as outlined by the Parent Handbook;
 - Encouraging social skills through practicing manners and eye hand coordination.

- b) The Child Care Program supports positive and responsive interactions among the children, parents and staff by:
- Maintaining open and direct communication with each family
 - Providing parent meetings as requested
 - Documenting daily activities
 - Being involved with the children, allowing for individualized attention, conversation and open-ended questions
 - Engaging with families through pictures, displays and verbal stories
 - Providing information tips and education to parents about child development.
- c) The Child Care Program encourages the children to interact and communicate in a positive way and supports their ability to self-regulate by:
- Helping children identify and express feelings
 - Promoting an environment with natural consequences
 - Offering open communications
 - Acknowledging that each child is curious, capable and competent
 - Modelling by example
 - Gently redirecting children from situations for a short periods of time
 - Encouraging children to solve problems by identifying them, thinking about alternatives and consequently supported in their decision-making
 - Providing alternative outlets for children's emotions that are in a safe manner
 - Providing children with language to help identify and articulate their feelings.
- d) The Child Care Program fosters the children's exploration, play and inquiry by:
- Providing play materials and activities that are interesting, attractive and invite participation
 - Rotating toys and equipment on a regular basis
 - Changing playroom layouts to spark children's interests and building on their play experiences
 - Introducing a variety of materials, examples props, different sizes of blocks, indoor/outdoor play activities, etc.
- e) The Child Care Program provides child-initiated and adult-supported experiences by:
- Allowing children to have choices
 - Asking guiding questions
 - Being in the moment at the child's level
 - Acknowledging the children's successes and trials with verbal and non-verbal praises and reinforcement
 - Introducing new ideas, facts and experiences when implementing programming.

- f) The Child Care Program plans for and creates positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individual plans by:
- Observing and listening to children's ideas and interests when developing learning experiences
 - Encouraging and allowing safe risk play
 - Planning the playroom layout to provide limits defined spaces to promote gross motor, fine motor, imaginative and quiet play.
- g) The Child Care Program incorporates indoor and outdoor play as well as active play, rest, and quiet time into the day, and gives consideration to the individual needs of the children receiving the care by:
- Offering circle/story times outside weather permitting
 - Following sleep routines as per parents request
 - Engaging children in a variety of play opportunities
 - Offering a flexible schedule for indoor and outdoor play
 - Offering a quiet area for children who may need a break and/or time to themselves
 - Offering gross motor opportunities both outside and inside.
- h) The Child Care Program fosters the engagement of and ongoing communication with parents about the program and their children by:
- Having an open-door policy where Parents are welcomed at all times
 - Daily conversation with families
 - Displaying the documentation of activities
 - Educating parents on "How Does Learning Happen"
 - Communicating with Parents in person, by telephone, email, written notes, individual meetings and parent information board.
- i) The Child Care Program involves the local community partners and allows those partners to support the children, their families and Staff by:
- Accessing support resources
 - Sharing information regarding community activities
 - Sharing information regarding learning opportunities for Parents
 - Supporting children by working with Resource Consultants to support individual development
 - Advocating for Parents and children while they access services for special needs
 - Supporting Parents in completing developmental checklists
 - Inviting local community members to share knowledge, example Fire Department shares information during Fire Safety Week.

j) The Child Care Program will offer support staff and others who interact with the children at the child care centre continuous professional learning by:

- Offering professional development opportunities for Staff
- Supporting Staff with opportunities to complete documentations
- Providing Staff the opportunity to have input to Centre policies and procedures
- Conducting annual evaluations to allow Staff the opportunity to reflect on past and plan for future professional learning opportunities

k) The Child Care Program will document and review the impact on the children and their families regarding the strategies set out in the above goals by:

- Allowing Staff time to document activities to share with children and family members
- Discussing strategies at monthly team meetings
- Reviewing with individual Staff during bi-annual evaluations.

With these goals in mind and to help to understand the total needs of the child, the Staff encourages a co-operative working relationship with Parents. The Program offers support and guidance for children and families with a variety of needs.

Prohibited Practices

Children are disciplined in a positive and consistent manner at a level, which is appropriate to their actions, and their ages in order to promote self-discipline, ensure health and safety, respect the rights of others and maintain equipment.

No form of corporal punishment will be permitted within the Program at any time, including hitting, spanking, pushing, shaking, pinching, biting, grabbing or slapping.

The deliberate 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 will be prohibited.

A child will not be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding. Threats will not be used as a punishment.

Inflicting any bodily harm on children including making children eat or drink against their will be prohibited.

The physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purpose 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.

At no time will children be confined or locked in any room or placed in a room alone. Exits will not be locked for the purpose of confining a child.

Failure to comply with policies and procedures will result in disciplinary measures, as outlined in the Centre's Progressive Discipline policy.

Program Development

Programs are evaluated on a regular basis to reflect changes in the *Child Care and Early Years Act, 2014* regulations and ideologies in Early Childhood Education. At regular intervals throughout the year, newsletters are sent informing Parents of child care news, recipes, fundraisers and upcoming events. Parents are invited to contribute to these newsletters.

Services Provided

The Child Care Program provides full-time and part-time care for children in the following age groups:

Infants:	zero (0) to eighteen (18) months
Toddlers:	eighteen (18) months to thirty (30) months
Preschoolers:	two and a half (2 ½) years to five (5) years

Subsidized spaces for the service are available through the County of Simcoe for families that qualify. The Child Care Program is licensed under the *Child Care and Early Years Act, 2014*.

Casual Childcare

The Child Care Program will accept to care for children on a casual basis should space be available. Once a family has accepted a casual space, they will be required to pay the daily fee prior to the day of care as well as complete the Casual Child Care Forms. Families will also be provided with a list of necessary supplies to bring for their child. Fees will not be refunded should the child(ren) not attend.

Days and Hours of Operation

Care is available between the hours of 7:00am to 5:00pm, Monday through Friday.

The Child Care Program is closed on the following statutory holidays:

New Year's Day

Victoria Day

Thanksgiving Day

Family Day
Good Friday
Easter Monday

Canada Day
Civic Holiday
Labour Day

Christmas Day
Boxing Day

Families whose children are regularly registered for care on a day which a statutory holiday occurs, are required to pay for that day.

The Child Care Program will also be closed for the two weeks of the Christmas holiday period as per the Simcoe County School Board school year calendars. Notification of the specific closure dates will be provided no later than October 1 each year. Families are only required to pay for the three statutory holidays which fall during this period.

Arrival and Departure

Young children depend on regular routines for their own security. Therefore, Staff respectfully request that Parents establish fixed hours to pick up and drop off their child.

During drop off, Parents must help their child with the removal of outer clothing, putting on their indoor shoes and securing that outer clothing is hung up in their cubbie. Each child will be assigned cubbie space designated to their playroom.

If the child is not able to attend the Program on one of their scheduled days of care, **Staff must be notified of the child's absences no later than 9am.** Staff must also be notified when a child has been dropped off and/or picked up.

Unless otherwise arranged, children will only be released to an individual 18 years of age or older that the Parent/Guardian has given written authorization for.

When a child does not arrive to the Child Care program at their regular time and the Parent/Guardian has not communicated a change in drop-off (e.g. left a voice message or advised the Staff at previous pick-up), the Staff inform the Program Supervisor/Assistant Program Supervisor and the Parent/Guardian will be contacted no later than 10am. Should confirmation of the child's absences not be received by 12 noon, the Program Supervisor/ Assistant Program Supervisor will advise the Program Manager and Executive Director to determine next steps.

When a Parent/Guardian has previously communicated with Staff a specific timeframe that their child is to be picked up from care and the child has not been picked up within an hour of the indicated timeframe, Staff will contact both the Parent/Guardian and/or the authorized individual. Should the Staff not hear back from the Parent/Guardian or authorized individual, the Staff will inform the Program Supervisor/Assistant Program Supervisor and they will attempt to reach the Parent/Guardian/authorized individual.

Should the child not be picked up by Program closing, the late fee policy will be implemented.

For more information, please see Appendix A – Safe Arrival and Departure Policy.

Parent/Guardian Impairment

The Child Care Program is committed to creating a safe environment for children, families, Staff, Volunteers and Students. In order to ensure the safety of both Parents/Guardians and children the Program has implemented a Parent/Guardian Impairment Policy.

This policy outlines the steps that will be taken in the event a Parent/Guardian arrives at the Centre in an inebriated state. Contravention of this policy may result in consequences which may include removal from the Program.

If Staff suspects that a Parent/Guardian or individual picking up a child is inebriated, impaired, or unfit to care for the child, the child will not be released into that person's care. The child will remain under the supervision of the Centre's Staff and the Centre will attempt to contact another authorized person to pick up the child. If no alternate person can be reached Staff will call 911(Military Police) and Simcoe Muskoka Family Connexions to address the issue.

Unexpected Closure

The Borden family Resource Centre will only consider closure when participants and/or Employees, Volunteers and Students' health and safety is at risk.

Health and safety issues for consideration may include:

- Fire exits/escape routes and/or parking lots are blocked;
- No heat;
- No water;
- No access to telephones;
- Road closures or potential road closures;
- Natural disaster (fire, flood, tornado); and
- Other extraordinary circumstance which would be deemed to compromise the health and safety of building occupants.

Once a decision for Centre closure is made, all families will be contacted via telephone.

Security Entrance

In order to enhance the safety and security of the children and staff within the Child Care Program, the entrance doors to the Program will be locked from 7:00am to 5:00pm.

During this timeframe, families are required to use the single security door to the right of the double doors. Individuals will press the button and a Centre Staff member will respond. Please be prepared to share the purpose of your visit and be requested to show **photo identification**. There may also be occasions where you will be asked to walk around to the front entrance and check in at Reception.

Admission and Waiting List Policies

Participation is based on a first come first serve basis with priority given to CAF Members and their immediate families, DND Civilian Employees and their immediate families and those who provide direct support to the CAF. Other Consumers may access services on a space availability basis. Should the program reach maximum capacity a priority waiting list will be established complying with the above stated conditions.

Families are placed on the waiting list with priority given to CAF Members and their immediate families, DND Civilian Employees and their immediate families and those who provide direct support to the CAF and on a secondary basis to all other consumers. Based on priority conditions, families are placed on the waiting list by date of contact.

Families will be contacted when their child's name is at the top of the waiting list and will be offered the next available child care space for the appropriate age group of their child. When contacted for an available child care space families will be provided 48 hours' notice to respond to the offer; either accepting or declining the space. If no response to the offer of care is received it will be considered not required and the child's name will be removed from the waiting list. Should a family decline the space, they may request that their child's name be placed at the bottom of the waiting list for care at a later date.

Should a family accept the child care space offered, they will be required to pay the two week Deposit within two business days of acceptance. Should the payment is not made within two business days, it will be considered that care is no longer required and their child's name will be removed from the waiting list. Special requests can be made with the Child Care Program Supervisor for families residing at a distance.

Should a family accepts the child care space and make the required payments and then choose to not take the child care space at the last minute, the family will not be refunded the Deposit. Special circumstances may be taken into consideration.

It is the responsibility of families to keep their contact information current. As information changes it is imperative that they provide updated information to ensure that the Program is able to contact them as space becomes available. If current contact information is not available and the Program is unable to reach families, their name will be removed from the waiting list.

The waiting list status will be made available to families on demand in a manner that ensures personal information is protected.

New families will be offered an orientation, a tour of the facility and a visit to their child's playroom when registering their children. The Orientation outlines the purpose and philosophy of the Program, reviews Policies and guidelines, and provides an introduction to the Program.

All required documentation must be completed prior to admission to the Centre.

Documentation

A detailed family file is maintained in the Program Supervisor's office. It is important that the file contain current information. Staff must be notified immediately of any changes to telephone numbers, or other pertinent information listed on a child's Enrolment Form or records.

A child will only be released to the Parents, or a person listed on the Registration Form. This information must be kept current, including information concerning a third person to be contacted in case of emergency. Picture identification will be required for anyone whom staff are not familiar with.

Child Development

The Child Care Program believes that each child is unique with individual needs and abilities. To assist in identifying each child's developmental level Parents/Guardians are requested to complete the easy-to-use developmental screening checklist, provided at the time of registration. The areas of development observed by the checklist include: emotional, fine motor, gross motor, social, self-help, communication and learning and thinking. The checklist also offers Parents/Guardians activities to enhance their child's development at home.

During your child/children's time with Child Care Program, Staff will complete a checklist around your child's birthday and results will be shared with Parents/Guardians. Staff may also complete a checklist at other times following consultation about concerns with the Program Supervisor and Parents.

Parents/Guardians will be asked to complete a checklist when their child moves to the next age group and share the results with Staff.

Should Parents/Guardians have concerns about their child/children's development please feel free to contact the Program Supervisor to discuss your concerns.

Inclusion and Accommodation Requests

The Child Care Program promotes inclusive practices in order to best meet the needs of all participants. All children are welcomed to attend regardless of gender, ethnicity, race, ability/disability, religion, or economic circumstances. The Program aims to foster an environment that encourages and supports accommodation requests by working with Parents/Guardians on strategies to accommodate the needs of their child. Through inclusive practice, the Program recognizes that abilities differ in children and strives to find ways to include all individuals by removing barriers that prevent children from actively participating.

Parents/Guardians are required to inform the Program Supervisor in writing the request for an accommodation relating to their child's disability or perceived disability.

Parents/Guardians will provide sufficient information regarding the known limitation and restrictions that impacts their child's ability to participate in the Program.

For families with children who have behaviours that may pose health and safety risk to Staff, Volunteers, Students and/or other participants Parents/Guardians are required to complete a Safety Support Plan Questionnaire and submit to the Program Supervisor. The Program Supervisor will review the questionnaire with the Parents/Guardians to develop a Safety Support Plan for their child. The Safety Support Plan is designed to support children in participating in meaningful manner while in care.

The Child Care Program works in conjunction with local Early Intervention Services to support those children with identified needs.

Children with Special Needs

The Child Care Program will ensure that there is an Individual Support Plan for each child with special needs. A child whose cognitive, physical, social, emotional or communicative needs, or whose needs relating to overall development, are of such a nature that additional supports are required for the child.

The Individual Support Plan will be developed in consultation with the Parent/Guardian of the child and any regulated health professional or other person who works with the child and who, in the Parents opinion should be included in the consultation.

The Individual Support Plan will include:

- a. Steps to be followed to support the child to function and participate while in care;
- b. A description of any supports, aids, adaptations or other modifications to the physical, social and learning environment that are necessary for the child to participate;
- c. Instructions relating to the child's use of any supports, adaptations or other modifications indicated in (b) or, if necessary, the child's use of or interaction with the adapted or modified environment;
- d. Additional procedures to be followed when a child with special needs is part of an evacuation or participating in an off-site field trip;
- e. A list of and signatures of those individuals who participated in the development of the Individualized Support Plan, including the Parents/Guardians.

Each Individual Support Plan will be reviewed by all Staff, Volunteers and Students to support the child(ren)'s ability to participate in the Child Care Program.

Each Individual Support Plan will be reviewed and updated with Parents/Guardians at minimum once per year or as required. All Staff, Volunteers and Students will be required to review all changes.

The Individual Support Plan will be implemented and monitored as per the Programs Monitoring Compliance and Contravention Policy.

Children with Medical Needs

The Child Care Program will ensure that there is an individualized plan for each child that has medical needs. A child with medical needs is defined as a child who has one or more chronic or acute medical conditions that requires additional supports, accommodations or assistance.

The Individualized Medical Plan will be developed in consultation with the Parent/Guardian of the child and any health professional who is involved in the child's health care and who, in the Parents opinion should be included in the consultation.

The plan will outline;

- a. Steps to followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency;
- b. A description of any medical devices and/or medication used by the child with specific details regarding symptoms pertaining to the administration of medications;
- c. A description of the procedures to be followed in the event of an allergic reaction or other medical emergency;
- d. A description of the supports that will be made available to the child;
- e. Additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

Each Individualized Medical Plan will be reviewed by all Staff, Volunteers and Students to support the child(ren)'s ability to participate in the Child Care Program and to provide Staff with all necessary information to deal with any medical situations pertaining to the child. Each Individual Medical Plan will be reviewed and updated with Parents/Guardians at a minimum once per year or as required. All Staff, Volunteers and Students will be required to review all changes.

Immunization

The *Child Care and Early Years Act, 2014* stipulates that prior to admission, each child must be immunized as directed by the local Medical Officer of Health. A copy of the child's immunization record must be obtained and placed in the child's file.

As per the Ontario Immunization of School Pupils Act Parents are also required to submit a copy of their child's immunization record to the Simcoe Muskoka District Health Unit. This can be done three different ways; through the website <https://www.smdhu.org/immsonline>, by downloading the APP from CANImmunize or faxing a copy of the record to the Health Unit. **For further details please see the attached document *Simcoe Muskoka District Health Unit Your Child's Immunization Records*.**

Should a child not have immunizations for religious, medical or conscience reasons, Parents must complete and submit the Statement of Conscience or Religious Belief or the Statement of Medical Exemption form as required by the Ministry of Education as well as share a copy with the Simcoe Muskoka District Health Unit. The forms are available through the Program Supervisor. All medical information will be completed prior to enrolment in the Program.

Health

As per the Simcoe Muskoka District Health Unit to protect the health of all children and Staff, children must be completely clear of all symptoms for at least **24 hours (48 hours if gastrointestinal symptoms)** before returning to the Program. Should there be any uncertainty; the Parent will be required to obtain written consent from the physician indicating a clean bill of health.

Parents/Guardians must inform the Program of any absences due to illness by 9am of that day.

Children returning from absence due to illness should also ensure they are well enough to participate in programming.

Communicable Illness Exclusion

When a child has been exposed to or is suffering from a communicable disease such as chicken pox or measles, Parents will be advised with recommendations to contact their physician. Both Staff/Parents should observe children during the incubation period for any signs/symptoms of the disease.

Simcoe Muskoka District Health Unit guidelines for isolation of children with communicable diseases will be followed unless there is specific permission from the Medical Officer of Health. Should a child have or possibly have a reportable communicable disease the local Medical Officer of Health must be advised as soon as possible. Guidelines are posted in the Child Care Program.

General signs and symptoms of infectious communicable illnesses are:

- An elevated temperature, flushing, pallor or listlessness;
- An acute cold, nasal discharge or coughing;
- Vomiting or diarrhea;
- Red or discharging eyes or ears;
- Undiagnosed skin rash or infections;
- Unusual irritability, fussiness and restlessness.

Should any of these symptoms occur during the Program, Parents will be notified. The child will be isolated with Staff supervision in a quiet area until his/her Parent is able to pick them up.

Respiratory Illness Exclusion

Should your child have any of the following symptoms they must stay home until fever-free **AND** symptoms have been improving for at least 24hrs (48hrs if gastrointestinal symptoms):

- | | |
|-------------------------|--------------------|
| • Fever | • Hoarseness |
| • Congestion | • Muscle aches |
| • Difficulty swallowing | • Sneezing |
| • Cough | • Chills |
| • Sore throat | • Loss of appetite |
| • Tiredness | • Headache |
| • Runny nose | • Irritability |

Anaphylactic Allergies

The Borden Family Resource Centre recognizes the potentially serious consequences of participants with allergies. These allergies may include a condition known as *anaphylaxis*. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances. Exposure does not always involve ingestion; the smell or touch of certain items can trigger a reaction as well. The Centre creates an environment that reduces the risk to severely allergic or anaphylaxis children that requires the co-operation and understanding of all participants and staff members.

Children with life-threatening allergies (Anaphylaxis) are required to have a letter from their physician indicating their allergy and administration of medication procedures **prior to enrolment**. An *Emergency Treatment Plan* will be posted in the activity room for each child with anaphylactic allergies that is completed by parents/guardians and reviewed by staff.

Peanut and Nut Products

The Centre is a “Reduced Risk Facility” for individuals with life-threatening allergies to peanuts and nut products. The most effective way to reduce the risk and provide a safe environment for children with anaphylactic allergies to nuts is to promote a peanut and nut-free environment.

The Centre therefore respectfully requests that you refrain from bringing peanut butter or products with nuts listed in the ingredients into the Borden Family Resource Centre facilities located in Buildings E-123 and E-182.

Many foods such as muffins, granola bars and cereals will include nuts as an ingredient or be labelled with “MAY CONTAIN” nut warnings. The concern is for foods where peanuts or nuts might be a “hidden” ingredient, and where cross-contamination may occur. Your support is required to reading labels and ensuring that foods containing these warnings remain at home.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

Parents/Guardians are required to follow these strategies to reduce the risk of exposure to anaphylactic causative agents within the Child Care Program:

- In cases where a child has food allergies and the meals or snacks provided by the Program cannot meet the child’s needs, the Parents/Guardians will be requested to supply food for their child. Parents/Guardians will also provide written instructions for the food provided.
- Parents/Guardians are required to label all food brought to the Program with the child’s full name, the date the food arrived at the Program and provide Staff with a written list of all ingredients.
- Parents/Guardians who serve foods containing allergens at home must ensure their child has been rid of the allergens prior to attending the Program (e.g. by thoroughly washing hands, brushing teeth, etc.)
- The Program will share further non confidential information about anaphylaxis strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the Program as required.
- Families will be updated when changes to anaphylaxis allergies occur while maintaining the confidentiality of children.

For more information, please see Appendix B – Anaphylactic Allergies Policy.

Medication

Prescription and age appropriate non-prescription drugs will be administered **only if the medication is in the original container as supplied by the pharmacist or the original packaging and that the container/packaging is clearly labelled with the**

child's name, name of the medication, dosage, date of purchase and expiration, if applicable, and instructions for storage and administration. Medication will be administered by one designated Staff per day in accordance with the instructions on the label and the Administration of Medication authorization form must be completed. The form must provide specific details regarding symptoms pertaining to the administration of medication and must be signed by the Parent. The completed Administration of Medication forms will be kept in the child's file.

The Child Care Program will not accept any pre-dispensed medication spoons or other devices. Non-prescription drugs are not to exceed a period of one (1) week unless accompanied by a physician's note.

In accordance with the *Child Care and Early Years Act, 2014*, Parent/Guardians are to provide authorization for the administration of the following items that are not constituted a drug or medication; sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream. These items are to be stored in accordance with the instructions for storage on the label and the container or package is clearly labelled with the child's name and the name of the item. The items provided will only be administered to a child from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.

Nutrition

The Child Care Program provides nutritious meals and snacks that follow Canada's food Guide and meet the requirements of the *Child Care and Early Years Act, 2014*. Menus are planned to promote new and familiar healthy foods contributing to a well-balanced diet. This includes ensuring that the trans-fat content for any food, beverage or ingredient will not exceed 5% (other than vegetable oil or soft, spreadable margarine which will not exceed 2%). Children are encouraged to try a variety of nutritious foods including vegetables, fresh fruits and whole grains. Drinking water is readily available to the children (e.g. water bottles for each child, disposable cups in playrooms, water served as part of the daily menu, etc.).

The Child Care Program follows the direction of the local public health authorities to ensure that all food and drink is stored, prepared and served in order to retain maximum nutritive value and prevent contamination.

Children are provided with nutritious mid-morning and mid-afternoon snacks. During the cooler months a hot meal is served at lunch and in the warmer months a lighter menu is implemented. Weekly menu plans are posted in each activity room for the current and following weeks to assist parents in menu planning at home.

For children enrolled in the Infant Room, Parents are required to provide baby food and formula with written instructions on feeding routines until their child is eating table

food. Parents are required to **clearly label** all food containers, bottles, cups, baby food jars, etc. with their child's name.

The Child Care Program will strive to adapt meals and snacks with appropriate substitutions to accommodate children with special diets due to allergies, intolerances, special needs or medical needs. Should parents wish to provide their own food or beverage it is recommended that the trans-fat content not exceed 5%.

Parents are required to **clearly label** all food containers and cups with their child's name. Staff will check all food containers and cups upon child's arrival to ensure that they are labelled with child's name.

Supervision

The Child Care Program provides children with indoor and outdoor learning environments that are supervised in order to maintain the children's safety, individual needs, and their curiosity to learn and explore. The Program believes that proper supervision is the most important element in the safe provision of care.

Staff ensure that the following supervision strategies are implemented on a daily basis (indoors/outdoors) during the supervision of children in their care:

- Staff never leave children unattended at any time, even in emergency situations;
- Minimum Staff to child ratios as outlined in the *Child Care and Early Years Act, 2014* are maintained at all times;
- Head counts of the children are conducted before and after each transition;
- Staff position themselves strategically in order to be present and in close proximity to step in quickly;
- Staff position themselves in a manner that allows them to be able to scan and move around the environment easily while being aware of the group as a whole and to anticipate potential trouble spots;
- Staff arrange the environment so that Staff can see all areas;
- Staff maintain a position which allows a scan of the area when talking with children, families, and fellow educators.

In accordance with the *Child Care and Early Years Act, 2014* Volunteers and Students are not permitted to directly supervise children participating in the Child Care Program; a Staff member, eighteen (18) years of age or older must be present at all times.

Rest Period

The Child Care Program understands that effective sleep and rest routines are essential in ensuring the development, growth, social and emotional well-being of each child in care. Sleep patterns for children zero (0) to eighteen (18) months of age will vary based on the individual needs of each child. Parents of children younger than 12 months will be

advised of the Child Care Program's obligation to place Infants for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada. Children under 12 months will be placed on their backs to sleep unless instructed in writing by a physician. As per the *Child Care and early Years Act, 2014* children between the ages of 15-18 months advancing to the Toddler Room require written instructions from Parents/Guardians as to the choice of furnishings used for rest period. Parents//Guardians will be required to complete the Rest Periods Equipment Approval Form.

The *Child Care and Early Years Act, 2014* stipulates that children eighteen (18) months to five (5) years of age that are in care for a full day are required to have a rest period not exceeding two hours in length following the mid-day meal. The need for sleep varies at different ages and among different children of the same age. Children who remain awake are provided a quiet activity following a minimum one hour rest period. Parents will be consulted with regards to their child's sleeping arrangements at the time of enrollment and at any other appropriate time, such as at transitions between rooms or upon a parent's request.

Children's personal blankets are sent home weekly to be washed and returned.

Clothing and Possessions

Each child should be dressed in clothing that is suitable for indoor and outdoor play, including messy play. A second set of clothing should be kept at the Centre at all times; all clothing and possessions should be **LABELLED** with the **CHILD'S NAME**. Parents are requested to check periodically to ensure the clothing is still appropriate for their child (size, season etc).

Staff are not responsible for loss or damage to any personal property left at the Centre.

Parents must provide appropriate supplies:

- Diapers, disposable wipes, were required;
- Any special cream for rashes where required;
- Training pants, where required;
- A complete change of clothing, including socks and underwear;
- Blanket for sleep time;
- **Appropriate hard sole footwear.**

Please Note: Clothes and supplies must be checked daily to ensure adequate items are available at any given time.

Outdoor Play

In accordance with the *Child Care and Early Years Act, 2014*, children are provided with at least two hours each day of outdoor play, weather permitting.

A planned program for outdoor play, which promotes creative and constructive play for children, is included in the curriculum plan. A minimum of two staff members are present on the playground. During transitions on and off the playground, one Staff member may be on the playground for a maximum of 10 minutes with the appropriate Staff/Child ratio. Staff strategically place themselves within the playground to ensure adequate supervision of all activities.

Daily, monthly and annual Playground Inspection are completed to ensure the playground meet all CSA Standards (CAN/CSA Z614-14 for Children's Play Spaces and Equipment).

During the Fall and Winter months alternative gross motor activities will be provided for the children indoors should temperatures outside reach -20°C including wind chill. Please ensure your child/children have appropriate clothing for the colder weather; hats, two pairs of mitts, warm boots, snow-pants and jackets.

In the Spring and Summer months alternative gross motor activities will be provided for the children indoors should the temperatures outside reach 30°C, including the humidex. If the temperature is between 25°C to 29°C, including the humidex, the amount of time the children play outside may be reduced to 30 minutes.

Please ensure your child/children has sunscreen and a hat to protect themselves from the sun. Please ensure that you label all your child/children's personal items.

Supervision of Volunteers and Students

In accordance with the *Child Care and Early Years Act, 2014* children must be supervised at all times. Volunteers and Students are not permitted to directly supervise children participating in the Child Care Program; a Staff, eighteen (18) years of age or older must be present at all times.

Emergency Procedures

Should an accident occur, the staff will seek the necessary medical assistance. In the event that a child is taken to a hospital or a physician's office for medical treatment, the child's medical consent forms will be provided to the Medical Staff to facilitate treatment. These forms must be kept current and contain accurate information. Once First Aid and/or medical assistance has been provided, the Parents will be contacted, as shortly thereafter as possible. If Parents cannot be reached, the alternative emergency contact will be contacted. It is important to have someone as an alternative emergency contact who is local and authorized to pick up the child if necessary.

An Incident/Accident Report will be completed by the Teacher, regardless of the seriousness of the incident/accident. Parents must sign this form acknowledging that they were informed of the incident. This report also includes falls, scrapes, bruises, bumps, etc. A completed copy of the Report will be provided to Parents.

In the event of emergency situations where immediate action is required (lockdown, threats, disasters, etc.) Staff will follow the Centre's Emergency Response Plan. Parents may request a copy of the Emergency Response Plan from the Program Supervisor. Parents will be notified as soon as possible following the emergency situation via telephone. If Parents cannot be reached, the alternative emergency contact will be contacted.

Evacuation

Building. E-182 has been designated as the Evacuation Centre for Child Care Program.

Fire Drills are conducted monthly to practice the evacuation process with the children.

Serious Occurrences

The safety and well-being of children in the Child Care Program is of the highest priority. Staff work diligently to provide a safe, creative and nurturing environment for all children. Despite the best precautions, serious occurrences can sometimes occur. Many factors may lead to a serious occurrence, such as a life-threatening injury or illness, the death of a child, alleged abuse and/or neglect of a child, missing or unsupervised child(ren), unplanned disruption from normal operations (fire, flood, gas leak detection of carbon monoxide, outbreak, lockdown, other emergency relocation or temporary closure, etc.). Filing serious occurrences does not necessarily mean the Program is out of compliance with licensing requirements or that children are at risk.

The *Child Care and Early Years Act, 2014* requires all licensed programs to post information regarding serious occurrences that take place. The posting will give Parents the information about the incident and outline follow-up actions and the outcome, while respecting the privacy of the individuals involved. Serious occurrences will be posted on the bulletin board in close proximity to the Child Care Licensing and Licensing Summary Chart.

All Serious Occurrence Notification Forms will be retained for at least two years and are available for current and prospective parents, the Ministry of Education Child Care Quality Assurance and Licensing Office and County of Simcoe Children's Services staff upon request.

Concerns

The Child Care Program constantly strives to improve the quality of service and considers all feedback to be of value. Families are encouraged to discuss feedback and/or concerns with their child's Teachers or the Program Supervisor. Concerns that are not resolved immediately with Staff or the Program Supervisor, will be brought forward in accordance with the Borden Family Resource Centre's Concerns/Complaints Reporting policy.

Families submitting a formal concern and/or complaint will be provided a formal written response within ten (10) business days of submitting the "Documentation of Concerns/Complaints" form.

Concerns/complaints may also be reported to other relevant regulatory bodies (e.g. local health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, etc.) where appropriate. Families may also report to the Ministry of Education Licensed Child Care Help Desk at 1-877-510-5333 or childcare_ontario@ontario.ca.

The Child Care Program will complete a Serious Occurrence Report for "any complaint concerning the operational, physical or safety standards of the service that is considered to be of a serious nature". (Examples may include: adverse water samples, reports of lead exceedance, hazardous/dangerous substance, medication errors, missing or stolen files).

For more information, please see Appendix C – Concerns/Complaints Reporting Policy.

Child Abuse

All Program Staff have an obligation, by law, to report all suspected cases of child abuse to the Simcoe Muskoka Family Connexions.

Privacy and Confidentiality

Children's records may only be divulged to Borden Family Resource Centre Child Care Program Staff, authorized Employees of the Ministry of Education, County of Simcoe Child Care Representatives, the local Medical Officer of Health and the child's Parent/Guardian. The right of every child and family to privacy is recognized and protected.

A Parent's written consent is required prior to the release of information to third parties. Access to children's records, without parental consent may only be provided to officials of the following jurisdiction upon written request to the Executive Director substantiating the purpose for requiring the information:

- Coroner's office;
- Courts in response to a warrant or court order;
- Authorities vested in provincial or federal statutes (i.e. Children's Aid Society, Police);
- Minister and officials to whom the Parent/Guardian has delegated the authority.

The Borden Family Resource Centre adheres to the Privacy Code for Military Family Services Program developed by the Director Military Family Services in protecting the personal information provided to or collected by the Centre, which ensures that all information is treated with respect and used only within the context authorized by the Centre. Information regarding Individuals will be kept strictly confidential, at all times.

Information gathered is for the sole purpose of administering Borden Family Resource Centre services.

Parental Involvement

The Program has an Open-Door Policy. Parents are welcome to drop in and visit the Program at any time. Parents/Guardians may choose to be involved in a number of ways, volunteering on special outings, bringing in materials for display or creative use, sharing skills with children and Staff, assisting with fundraising and/or special activities or becoming a Member of the Centre's Board of Directors or its Standing Committees.

Dual Relationships

Dual relationships can occur when Staff and participants have a connection with both the Child Care Program and in the community. Staff and participants need to be conscious of these relationships and maintain and respect the professional boundaries.

Staff are required to disclose instances where a conflict of interest/dual relationship may arise and could impair their professional judgement. Once a conflict of interest has been declared the Staff in conjunction with their Supervisor will discuss the nature of the dual relationship/conflict and its impact on all parties involved and decide what steps need to be taken to ensure that professional boundaries are maintained.

Social Media

Professionals working in positions of trust must always be cautious regarding informal discussions and postings that occur on various social media sites (Facebook, LinkedIn, Twitter, Instagram, Snap Chat, personal Blogs, or similar accounts.) In order to maintain the professional reputation of the Borden Family Resource Centre and its Employees, Volunteers and Students, the following procedures have been created to provide guidance regarding social media communications.

- Employees, Volunteers and Students must not disclose any information that may be confidential as per the Centre's policies regarding confidentiality and privacy code.
- Employees, Volunteers and Students must not invite or accept friend requests from participants/volunteers (if they would not otherwise know the participant outside of their employment with the Centre). Online contact with a participants blurs the distinction between a professional and a personal relationship. The fact that a participant may initiate contact with the Employee, Volunteer or Student does not permit the Employee, Volunteer or Student to engage in a personal relationship with the participant.
- Employees, Volunteers and Students must not take or post photos/videos of participants of the Centre on their personal social media accounts.

Smoking

As per the *Smoke-Free Ontario Act, 2017* smoking tobacco, using electronic cigarettes or holding lit tobacco is prohibited in the Borden Family Resource Centre.

Smoking tobacco, using electronic cigarettes or holding lit tobacco is permitted only in the designated smoking area.

The designated smoking area for Building E-123 and E-182 is located at the light post at the back left side of the parking lot.

The Centre strongly encourages the use of this area as a courtesy to visiting patrons. Centre visitors who are not familiar with the Centre's smoking policy and are in non-compliance with the Centre's smoking policy will be advised of such and redirected to the designated area.

Canada-Wide Early Learning and Child Care Agreement

The Borden Family Resource Centre-Child Care Program has enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

The Centre believes that child care provides a strong foundation for early childhood development and well-being of children while parents work and the Centre is committed to providing child care services that meet the needs of your children and families.

Participating in the CWELCC System will help the Centre continue to provide high quality child care that is accessible, affordable, inclusive, and sustainable.

Fee reduction through the CWELCC is for children under six years old (and any child who turns six years old between January 1 and June 30 in the calendar year). Children

who turn six between July and December are eligible until the end of the month in which they turn six.

The Ontario Child Care Fee Subsidy program will also continue to be available for eligible families.

As the Centre moves forward, we will continue to communicate more details to you. If you would like more information about the CWELCC System, please visit:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement> .

Base Fees

As per the Canada-Wide Early Learning and Child Care (CWELCC) guidelines child care fees for all children are \$22.00/day.

Fees associated with participation to Centre programs/activities ensure the financial viability and accessibility of quality services.

Parents are required to make the default payment within 5 business days. Should the payment not be received, the family will be contacted by the BFRC Finance Department to set up a Payment Agreement to be adhered to.

Child care will be terminated upon two consecutive (2) payments in default.

Should Fee payments fall behind, Parents are required to meet with the Finance Department to mutually agree on a schedule of payment for Late Fees. Once a Payment

Agreement is agreed upon; it will be signed by the Parent and the Finance Supervisor.

Should any or all payments not be made in accordance with the Agreement, the total amount will become due and payable, and Parents will be required to make alternate child care arrangements.

Non-Base Fees

Late Pick Up Fees:

Should a Parent/Guardian find that they will be late picking up a child for any reason, Program Staff must be informed of the situation. **A late fee of \$1.00 per minute will apply following an initial ten (10) - minute grace period for the first occurrence.**

Additional occurrences will be subject to late charges starting at the first minute of the hour. **In the event that a child is not picked up one (1) hour after closing time and the Parent and/or the Emergency Contact cannot be reached, the Children's Aid Society and Military Police will be contacted.**

NSF Fees:

An NSF fee of \$48.00 will be charged for payments in default. Parents are required to make the default payment within 5 business days. Should the payment not be received, the family will be contacted by the BFRC Finance Department to set up a Payment Agreement to be adhered to. Child Care will be terminated upon two consecutive payments in default.

Field Trips:

Parents will be notified of scheduled field trips. Parent participation is encouraged and welcomed. Parents wishing to participate will be required to provide a Police Record Check/Vulnerable Sector Check. Please see the Program Supervisor for more information. Field trips requiring transportation must have a permission slip, which will be put in each child's cubbie and must be signed and returned. A nominal fee may be required to cover the cost of the trip.

Payment

A two (2)-week Deposit is payable in advance when a child is enrolled in the Child Care Program. For families with more than one (1) child in care, a one (1) week Deposit is required in advance for each child. The Deposit will be applied to the last two (2) weeks the child(ren) is enrolled in the Service, provided that a two (2)-week written notice of withdrawal is provided. Remaining money from the applied Deposit will be refunded. Cash and debit payment is acceptable for this advance payment. Initial deposit payments are made at the main reception of Bldg. E-123. The Child Care Program Staff are not authorized to accept payments for child care fees.

Fees for care provided from the 1st to the 15th of the month are due on the last day of each month and fees for care provided from the 16th to the 31st of the month are due on the 15th of the following month.

Child Care fees are due for every day a child is enrolled in care, inclusive of absences and established Centre Statutory holidays. There will be no refunds or credits provided for absences.

All bi-monthly child care fees are paid by direct payment only. Parents must complete a Direct Payment Service Enrolment Authorization Form and submit it to the Program Supervisor. The Program Supervisor will submit the completed form to the Finance Department who will process and file the original in the child's Finance file.

Annual Tax Receipts for child care fees paid during the tax year will be issued annually at the end of February of the following year.

Withdrawal Policy

Two (2)-weeks' written notice is required for withdrawal from the Child Care Program. For families with more than one (1) child in care, a one (1) week Deposit is required in advance for each child. Fees will not be charged for the final two (2) weeks of care, provided the full Deposit Fee has been paid in advance.

Non-payment of Fees or non-compliance with Policies may result in withdrawal from the service.

Appendix A

Section Two: Child Care Program	
Chapter 1: Policies and Procedures	Policy 8.0: Safe Arrival and Departure Policy
Approved Date: December 2023	Revised Date:

Policy

The Child Care Program Staff, Students and Volunteers must ensure that any child receiving care at the Program is only released to the child's Parent/Guardian or an individual 18 years of age or older that the Parent/Guardian has provided written authorization for. Where a child does not arrive in care as expected or is not picked up as expected, Staff, Students and Volunteers will follow the procedures outlined below.

All Child Care Program Staff, Volunteers and Students will review the Safe Arrival and Departure policy prior to commencing employment/placement and annually thereafter.

Procedures

Accepting a child into care

- 1.0 When accepting a child into care at the time of drop-off, Staff in the room will:
- 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 is 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 as an authorized individuals or have the Parent/Guardian complete the Authorization to Pick Up form.
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

- 1.0 Where a child does not arrive at the Child Care Program 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 will:
- inform the Program Supervisor or in her absence the Assistant Program Supervisor and either the Staff or the Program Supervisor/Assistant

Program Supervisor will contact the child's Parent/Guardian no later than 10am. Parent/Guardians will be called via telephone and if not reached a message will be left to call the Program as soon as possible. The Program Supervisor will also send an email to the Parent/Guardian to confirm the child's absence.

- should confirmation of the child's absence not be received by 12 noon the Program Supervisor/Assistant Program Supervisor will advise the Program Manager and Executive Director to determine next steps.
- once the child's absence has been confirmed, Staff will document the child's absence on the attendance record and record additional information about the child's absence in the daily written record.

Releasing a child from care

1.0 The Staff who is supervising the child at the time of pick-up will only release the child to their Parent/Guardian or an individual 18 years of age or older that the Parent/Guardian has provided written authorization for. Where the Staff does not know the individual picking up the child (i.e., Parent/Guardian or authorized individual) they will:

- 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 Emergency Information Form or written authorization.

Where a child has not been picked up as expected (before Program closes)

1.0 Where a Parent/Guardian has previously communicated with the Staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within an hour of the indicated timeframe, the Staff will:

- contact the Parent/Guardian to inquire if they will be coming to pick up the child.
- where the Staff is unable to reach the Parent/Guardian, they will call the other Parent/Guardian and leave a message to contact the Program.
- where the individual picking up the child is an authorized individual and their contact information is available, the Staff will proceed with contacting the individual to confirm pick-up as per the Parent/Guardian's instructions or leave a voice message to contact the Program.
- where the Staff has not heard back from the Parent/Guardian or authorized individual who was to pick up the child the Staff will inform the Program Supervisor or in her absence the Assistant Program Supervisor.

- The Program Supervisor/Assistant Program Supervisor will try to reach the Parent/Guardian/authorized individual and if no response Staff will refer to the procedures below.

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

1.0 Where a Parent/Guardian or authorized individual has not arrived by 5:00pm, Staff will follow the guidelines below:

- ensure that the child is provided a snack and an activity, while they await their pick-up.
- one Staff will stay with the child, while a second Staff calls the Parents/Guardians or authorized individual to advise that the child is still in care and will inquire as to the expected pick-up time.
- should the Staff be unable to reach the Parents/Guardians or authorized individual who was responsible for picking up the child, the Staff will wait 5-10 minutes and then call the Emergency Contact at available telephone numbers.
- Should there be no answer, a message will be left to call the Centre immediately.
- if unable to reach Parents/Guardians, authorized individual or Emergency Contact, Staff will wait 10-15 minutes and then call Program Supervisor or in her absence the Assistant Program Supervisor to inform of the situation. The Supervisor or Assistant Supervisor will notify the Program Manager/Executive Director.
- If the Parents/Guardians, authorized individual and/or Emergency Contact have not contacted the Centre or picked up the child after 1 hour, Staff are to call the Military Police at 270-2241 and Simcoe Muskoka Family Connexions at 1-800-661-5311.
- Staff will follow the Centre's approved Child Abuse Reporting and Serious Occurrence policies and procedures.

Appendix B

Section Two - Organization	
Chapter Five: General	Policy 5.0 Anaphylactic Allergies
Approved Date: September 2001	Revised Date: January 2022

Policy

The Borden Family Resource Centre recognizes the potentially serious consequences of participants with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances. Exposure does not always involve ingestion; the smell or touch of certain items can trigger a reaction as well. The Centre creates an environment that reduces the risk to severely allergic or anaphylaxis children/youth that requires the co-operation and understanding of all participants and staff members.

Employees, Volunteers, and Students will read the Centre's Anaphylactic policy when initially commencing employment/placement and reviewed yearly thereafter.

Children/youth with life-threatening allergies (Anaphylaxis) are required to have a letter from their physician indicating their allergy and administration of medication procedures prior to enrolment. An Emergency Treatment Plan will be posted in the activity room for each child/youth with anaphylactic allergies that is completed by parents/guardians and reviewed by Employees, Volunteers and Students.

Procedures

Peanut and Nut Products

- 1.0 The Centre is a "Reduced Risk Facility" for individuals with life-threatening allergies to peanuts and nut products. The most effective way to reduce the risk and provide a safe environment for children/youth with anaphylactic allergies to nuts is to promote a peanut and nut-free environment.
- 2.0 The Centre therefore respectfully requests that you refrain from bringing peanut butter or products with nuts listed in the ingredients into the Borden Family Resource Centre facilities located in Buildings E-123 and E-182.
- 3.0 Many foods such as muffins, granola bars and cereals will include nuts as an ingredient or be labelled with "MAY CONTAIN" nut warnings. The concern is for

foods where peanuts or nuts might be a “hidden” ingredient, and where cross-contamination may occur. Your support is required to reading labels and ensuring that foods containing these warnings remain at home.

- 4.0 Should items be received at the Centre for approved Centre initiatives (FSR Parcel Service) which contain or “may contain” nuts it is the responsibility of the Supervisor involved in the initiative to ensure that the following precautionary measures are taken to reduce any inherent risk;
- a. Foods must have their packaging intact.
 - b. Items are not to be consumed on the premises.
 - c. Sorting and storing of these items are limited to:
 - The FSR Storage Room in an identified secured cabinet. A notice will be placed on the cabinet and office door of the FSR Storage Room indicating that there are items which “may contain” nuts
 - d. At any time that products which contain or “may contain” nuts are handled, all surfaces which have come into contact with the product will be cleaned and disinfected.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by Employees, Volunteers and Students within the Child Care Program and Children and Youth Program:

- Do not serve foods where its ingredients are no know.
- Do not serve items with “may contain” warnings on the label.
- Ensure those preparing food on site, know all of the ingredients for all food being provided. The ingredients will be reviewed before food is served to Children/Youth to verify that causative agents are not served to Children/Youth with anaphylactic allergies.
- In cases where a Child/Youth has food allergies and the meals and snacks provided by the Program cannot meet the Child/Youth’s needs, the Parents will be requested to supply food for their child. All written instructions for diet provided by a Parent will be implemented.
- Ensure that Parents label food brought to the Program with the Child/Youth’s full name, the date the food arrived at the Program and that Parents advise Staff of all ingredients.
- Where food is provided from home for a Child/Youth, ensure that appropriate supervision is maintained so that food is not shared or exchanged with others.

- Encourage Parents who serve foods containing allergens at home to ensure their Child/Youth has been rid of the allergens prior to attending the Program (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have any known allergens on the labels.
- Share further non confidential information about anaphylaxis strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the Program as required.
- Each Child/Youth's individual Emergency Treatment Plan must be kept-up-to-date and all Staff, Volunteers and Students must be trained on the updated plans.
- Staff, Volunteers and Students are to refer to the allergy list and ensure that it is up to date and implemented.
- Staff, Volunteers and Students are updated when changes to a Child/Youth's allergies, signs and symptoms, and/or treatment are made and review all updates to individualized Emergency Treatment Plan and emergency procedures.
- Update families when changes to anaphylaxis allergies occur while maintaining the confidentiality of Children/Youth.
- Update or revise and implement the strategies in this policy depending on the allergies of Children/Youth enrolled within the Child Care Program.

Appendix C

Section Two - Organization	
Chapter Five: General	Policy: 15.0: Concerns/Complaints Reporting
Approved Date: September 2001	Revised Date: March 2024

Policy

The Centre values input regarding the delivery of Programs and services to the community. All feedback will be dealt with appropriately and safeguarded as per the Centre's Privacy and Confidentiality policy.

To comply with the Child Care and Early Years Act, 2014 (CCEYA), Child Care Program Staff, Volunteers and Students will review the Concerns/Complaints Reporting policy prior to commencing involvement with the Centre and annually thereafter.

Procedures

- 1.0 All issues of concern and/or complaints which are brought forward to a Centre staff by a Participant in any Centre program will be discussed with their Supervisor within twenty-four (24) hours. The Supervisor will advise the Program Manager/ Executive Director of the concern/complaint.
- 2.0 The Supervisor will document on the "Documentation of Concerns/Complaints" form and report to the Program Manager/ Executive Director within twenty-four (24) hours. The Program Manager/Executive Director is responsible for determining the severity of the concern/incident.
- 3.0 Criteria for investigation will be based on seriousness of the concern, actual or potential risk to Participants and frequency.
- 4.0 An investigation into the concern and/or complaint will include interviewing all individuals involved and those who may be able to provide additional and relevant information. The results will be reviewed by the Supervisor, Program Manager and Executive Director. A recommendation for resolution and a plan of action will be determined and provided to the Executive Director within five (5) business days following receipt of the "Documentation of Concerns/Complaints" form.

- 5.0 A formal written response of the results of the investigation will be provided to the Participant within ten (10) business days of following receipt of the “Documentation of Concerns/Complaints” form.
- 6.0 Concerns/complaints may also be reported to relevant regulatory bodies (e.g. local health department, police department, fire department, Ministry of Environment, Ministry of Labour, etc.) as applicable. Families may also report to the Ministry of Education Licensed Child care Help desk at 1-877-510-5333 or childcare_ontario.ca.
- 7.0 All written complaints of professional misconduct will be reported to the appropriate professional regulatory body (i.e. College of Early Childhood Educators, College of Social Works and Social Service Workers, etc.) as applicable.
- 8.0 For Centre Programs licensed by the Ministry of Education, a Serious Occurrence Report will be completed for “any complaint concerning the operational, physical or safety standards of the service that is considered to be of a serious nature”. (Examples may include: adverse water samples, reports of lead exceedance, hazardous/dangerous substance, medication errors, missing or stolen files).