LRCC

DRESDEN BEST START PARENT HANDBOOK

Program Location
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519-683-6263

Administration Office
3958 Petrolia Line, Petrolia, Ontario, N0N 1R0
519-882-3480

INTRODUCTION

Lambton Rural Care is a non-profit organization. We provide high quality child care programs and related services that encompass the care, education and guidance of children, from infancy to school age, in Sarnia-Lambton and the Chatham–Kent areas. By supporting children and their families, we are helping to build caring communities. Our organization operates under a volunteer Board of Directors comprised of parents from the programs and interested members of the community**.** If you are interested in becoming a part of our Board of Directors please contact the Administration Office.

Our staff value diversity and strive to provide programs and services which are welcoming, comfortable and responsive to the needs of all children and their families. An inclusive environment is fostered through clearly stated policies and practices. Our programs offer an accepting environment, as well as a respectful and supportive relationship between LRCC staff, the children and their families utilizing the programs offered, as well as the community.

LAMBTON RURAL CHILD CARE offers the variety of quality licensed programs for children and their families throughout the Sarnia-Lambton and Chatham-Kent areas. These programs include Home Child Care and Best Start Programs.

Lambton Rural Child Care also operates 2 full service childcare centres, one located at the Brooke Central Public School and the other one at Dresden Area Central School. These child care program offers centre based services to children three months to 12 years of age.

LICENSED CHILD CARE PROGRAMS

All programs offered by Lambton Rural Child Care are licensed through the Ministry of Education and adhere to the Child Care and Early Years Act, as well as follow all policies and procedures as set forth by the Board of Directors. Each program operates under an individual license and each program is licensed on an annual basis. This annual licensing procedure ensures that high quality child care is being provided to families. Throughout the year the Program Director ensures that the licensing requirements are being met by reviewing the daily schedule, snack plans, program plans and ensures that all policies and procedures are followed. Support for Program Staff is also provided on a continuous basis.

PROGRAM PHILOSOPHY

All programs offer stimulating activities for your child within a safe, comfortable environment. Lambton Rural Child Care believes in developing programs that focus on addressing the needs and promoting the social, emotional, physical, intellectual, and cognitive development of each child.

Our programs encompass the following:

- The staff support and encourage the children to build upon their choices
- The learning environment encourages the child's independence and responsibility
- The learning environment accepts each child's individuality and encourages the child to enhance his/her interests and abilities
- Children are given the opportunity to explore materials and objects using their five senses in a variety of experiences
- Our programs are designed with flexibility and creativity in order to complement each child's daily routine
- Play is an important learning process, which is enriched by a prepared environment

PROGRAM STATEMENT

Lambton Rural Child Care views all children as competent, capable, curious and rich in potential. Each child can help guide us in their learning. We value and respect children and believe that their theories and ideas are an important source of learning. To enhance these beliefs LRCC has adopted the "How Does Learning Happen?" Ontario's Pedagogy for the Early Years document as our professional learning resource. Pedagogy is the "understanding of how learning takes place and the philosophy and practice that support the understanding of learning (reference: Early Learning for Every Child Today: a Framework for Ontario Childhood Settings Ministry of Education, Ontario, 2007) pg.90: elect). Learning and development happens within the context of relationships among children, families, educators and their environments. The "How Does Learning Happen?" document is based on the 4 foundations that are necessary for optimal healthy child development and learning. These 4 foundations are: belonging, well-being engagement, and expression. The "How Does Learning Happen?" document helps educators and providers focus on the importance of the 4 foundations in the early year's programs.

LRCC's philosophy is one that builds upon the child's interests. Environments are a planned and thoughtful approach to learning where children discover about themselves and the world around them through investigation and exploration. Environments foster creativity, promote wonder and encourage each child's natural curiosity and desire to explore and learn.

To further assist the educators and the parents of the children in care LRCC is utilizing the program HiMama which provides daily digital updates on their child to complement the important face-to-face interactions with parents. It is the continuing goal of LRCC to implement HiMama throughout our programs. The program allows educators and providers to record on tablets, children's activities as they happen throughout the day. It includes; real-time email updates through photos in a journal format that can be accessed through the HiMama mobile app.

Programs offered by LRCC that do not utilize HiMama will continue to utilize the Daily Journals/Logs, Menu & Snack Plans as well as the Program Plans or Weekly Log within Home Child Care. This still allows the Educators and Providers to record the children's daily and weekly activities and interests for the parent's perusal.

LRCC Educators/ Providers are nurturers; they are partners, facilitators, observers and co-learners who have a deep understanding of developmentally appropriate practices for children within their early years. The Educators/ Providers understand the individual differences and arrange their program/ home so that children can explore at their own pace.

Children are competent, capable, curious and rich in potential:

- When given opportunities to choose from environments with open-ended materials meaningful experiences evolve. These experiences foster engagement and exploration along with collaboration and relationship building.
- Educators and Providers foster healthy relationships by providing the scaffolding where positive self-esteem and decision making skills are built.

Lambton Rural Child Care Program Goals and Approaches are as follows:

Promote the health, safety, nutrition and well-being of children:

- Promote Eating Well with Canada's Food Guide and develop healthy attitudes towards all foods.
- Practice physical activity and incorporate areas of discovery and inquiry in the indoor and outdoor environment.
- HiMama enables Educators and Providers to observe patterns in children's health and provide consistency in patterns of eating, physical activity, and sleep.

Support positive and responsive interactions among the children, parents, child care providers and staff:

- Educators and Providers create a welcoming environment for families.
- Educators and Providers are engaged at the child's mental, physical, emotional and social level to support play with the children.
- Educators and Providers encourage children to listen to others and share ideas.
- Educators and Providers role-model and help children learn to express their feelings and recognize other's feelings.
- Educators and Providers have a solid understanding of each child in their group, through interests, backgrounds and current life happenings.
- Educators and Providers share their own knowledge of interests and backgrounds through their resources.
- Educators and Providers support parents to be active participants in their child's learning. Communication and sharing of ideas from home to child care and child care to home is fostered both face to face and utilizing the HiMama program.
- Educators and Providers are encouraged to develop professionally through ongoing training opportunities.

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

- Educators and Providers respect and celebrate the unique spirit, strength and character of each child. There is sense of mutual trust and respect.
- Children feel safe and secure in the environment in which they are supported to learn how to feel empathy for others and express emotions.
- Educators and Providers recognize and reduce the stress levels in children by being aware of some of their key stressors.
- Foster a sense of belonging through daily conversations and interactions.
- Foster engagement through social interaction.
- Educators and Providers label how the child is feeling during times of distress and support self-soothing behaviours.
- Educators and Providers support and re-direct children when behavior is challenging or disruptive.

Foster the children's exploration, play and inquiry:

- Provide an environment that fosters emotional and cognitive development through sensory experiences, elements of nature, creative expression and physical activity.
- Educators and providers organize materials in the environment to allow easy access and visibility, invite investigation and allow choices (Reference; Think, Feel, Act Lessons From Research About Young Children pgs. 11-14)
- Educators/ Providers, through a flexible daily schedule, provide opportunities for children to explore with interesting, complex, open-ended learning materials that can be used in many ways for long periods of uninterrupted play.
- Support the development of strategies, dispositions, and skills for lifelong learning through play and inquiry

Provide child-initiated and adult-supported experiences:

- The Educators and Providers participate with children as a co-learners, co-researchers and co-planners (Reference: "How Does Learning Happen?" pg 37-39)
- Emphasis on social and emotional learning, focusing on positive child-adult interactions.
- Educators and Providers recognize the importance of building positive relationships with all children and their families in order to help guide the child in building on their strengths and maximum potential.
- Educators and Providers value the parent's point of view. Building strong relationships with the parents is essential. Parents are offered various opportunities to join in programs, observations of the classrooms, viewing documentation through HiMama, and shared verbal experiences throughout the day.

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

- Respect for the inclusion of all children.

- A multi-sensory environmental approach for learning will be practiced using the four foundations of learning – Belonging, Expression, Well-Being and Engagement as the framework.
- Create programs that respect the pace of each child's development
- Create a stress free atmosphere that is in the child's best interest
- Provide flexible programming.
- Educators and Providers observe the children at play daily and capture snapshots through photographs, written notes/documentation, and videos.
- Individual Support Plan's will be developed with the educator/Provider and family when needed.
- Foster empathy and provide accurate information about differences to enable children to think critically about and challenge bias.
- Promote positive attitudes in children about ethnicity, gender, sexuality, differing family structures and ability to relate to self and others.

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

- Individual needs around rest times are provided during the day for all age groups
- Educators and Providers create environments, both indoor and outdoor, that promote learning through play, discovery, relationships and collaboration: (Reference; Think, Feel, Act Lessons from Research by Anne Marie Coughlin and Lorrie Baird, pgs 16-20.)
- Support self-regulation by providing children opportunities to make choices about when and how to engage in active play.
- Physical literacy opportunities are encouraged.

Foster the engagement of and ongoing communication with parents about the program and their children:

- Educators and Providers talk with parents/ guardians daily and provide feedback about the children's experiences and learning that happened throughout the day.
- Establish mutual respectful relationships with parents
- Recognize and value that all families have unique needs and diverse characteristics.
- Educators and Providers invite the families perspectives and provide opportunities for families to participate in a meaningful way.
- Educators and Providers offer families support and guidance when needed.
- Daily documentation based on observations made of the children is readily available for all parents. HiMama reports are available for families to access at any time.
- HiMama enables connections between home and the early childhood program, invites families to participate in children's experiences, and builds trusting partnerships between families and educators and providers.

Involve local community partners and allow those partners to support the children, their families and staff:

- Educators and providers welcome professionals from the community to their programs and are committed to developing positive relationships for the benefit of the children and families.
- Communicate and share opportunities, resources and interests.
- Educators and providers support all families in helping them make connections with formal supports (community agencies) and informal supports (connections with other families and/or their own support networks) (Reference: “How Does Learning Happen?” pg 32-34)
- Educators and Providers partner with integration and support agencies in each community to consult with and support children that have special needs.
- Educators and Providers plan community outings with their children and families to local community/neighbourhood destinations such as libraries, fire halls, recreation centres, parks, playgrounds, and OEYC’s to support learning and inquiry and health and wellness.

Support Staff, home child care providers or all individuals who interact with the children at a child care centre or home child care location in relation to continuous professional learning:

- LRCC is dedicated to continuous professional learning. We provide opportunities for educators to share experiences reflect and collaborate. All staff and providers are encouraged to participate in community events and initiatives with other professionals.
- LRCC encourages mentorship among staff/providers and believes that we are all “learners”.
- LRCC welcomes students to our programs for their practicum/co-op placement experiences.
- LRCC educators and providers are represented around various community tables, working groups and committees.

It is the continued vision of Lambton Rural Child Care to adopt the “How Does Learning Happen?” Ontario’s Pedagogy for the Early Years document. By utilizing this Program Statement, the Educators and Providers will provide a environments that foster creativity, promote wonder and encourages each child’s natural curiosity and desire to explore and learn within a licensed childcare setting.

MISSION STATEMENT

Lambton Rural Child Care is a respected leader in providing consistent high quality, flexible, licensed care to children while offering support to parents and providers in various home, school and centre based programs.

VISION STATEMENT

Lambton Rural Child Care (LRCC) continues to be a well respected leader in providing

consistent high quality, flexible, licensed care to children while offering support to parents and providers in various home, school and centre based programs.

Children are happy while being socially interactive in an environment that fosters learning. Parents are content knowing that they are receiving the best care and learning opportunities available for their loved ones.

The Agency makes wise use of resources; the agency is financially self-supporting and staffed with qualified employees who view LRCC as a great working environment. External partners view LRCC as an agency that works with them to ensure that programs offered are successful.

A dedicated, knowledgeable Board of Directors provides overview, guidance and policy direction to a management team that have consistently operated the agency in an efficient and effective manner. LRCC values its ability to balance its operating budgets while providing a reserve for future stability and sustainability.

Lambton Rural Child Care continues to be seen as a leader in child care and parental support.

PROGRAM & ADMINISTRATION STAFF

Our professional and caring staff is selected through an interview process. The educator/child ratio is maintained in accordance with the Child Care & Early Years Act. Each program staff member is required to have a valid First Aid and CPR certificate, immunization record, Children's Aid Society clearance and a criminal reference check prior to employment. Highly competent and capable program staff ensures the high quality care LRCC has established over the years. The administration staff, which includes the Home Visitors, as well as a management team which consists of the Executive Director, the Program Director and the Financial Controller, all of which must obtain a post secondary school diploma in their respected fields, as well as a criminal reference check and Children's Aid Society clearance. Training opportunities are available to all staff on an ongoing basis.

SUPERVISION OF STUDENTS OR VOLUNTEERS

Lambton Rural Child Care strives to protect the wellbeing of all children in our care while having students and volunteers assist in our programs. It is imperative that no child is supervised by a person under the age of 18 years. Only LRCC employees will have direct unsupervised access to the children in program. Students and volunteers are not considered employees of the agency and will never have unsupervised access to the children in care.

It is the responsibility of the Supervisor to ensure the volunteers and students are not to be counted in the staffing ratios. The volunteers and students are involved in the programs as a learning opportunity for themselves. The staff member in each program

will be responsible for the supervision of the volunteer and/or student while they are within the program.

PARENT & PROGRAM STAFF INVOLVEMENT

Parents enter into a special partnership with the staff upon enrolling their child. Your involvement is essential to maintaining high quality child care. We encourage you to talk with the educators whenever a question or comment arises regarding your child. It is your responsibility to keep the educators informed of any changes in your child's health and wellbeing. In return, it is the educator's responsibility to inform you all items relating to your child development and classroom curriculum. If you are not satisfied with educator's response please see the Parent Concern or Complaint policy. Your involvement and open communication is vital to your child's experiences in our program.

ADMINISTRATION & REGISTRATION PROCEDURES

The parent/guardian must complete a full registration package and meet with the Program Director, Program Supervisor or Team Leader prior to the child's participation in the program. Lambton Rural Child Care strives to accommodate all families childcare needs. You must submit a childcare schedule upon registering. Please note that a monthly schedule must be submitted to your classroom educator or the Program Director approximately two weeks prior to the beginning of that month. However, priority is given to families using full time care before those requiring part time care. Therefore, if childcare spaces are limited, those families only utilizing part time care will have the option of assuming the full time space or giving up their position to another family requiring full time care. Every effort will be made by LRCC to accommodate all families' childcare needs.

The registration package includes:

- Child Registration & Information Form
- Consent Forms
- Immunization Record (must be up to date).

Note: Children who are School Aged and attend the school where the program is located do not require an immunization record as the school will have one on site. If a child is not immunized the proper from must be completed before registration.

PLEASE NOTE:

- All forms must be fully completed prior to your child's start date
- Parent/Guardian #1 on the registration form is the designated parent/guardian who will receive all written correspondence and the annual child care receipt for income tax purposes
- Children enrolled in the Infant Program must complete an Infant Feeding Schedule and Sleep Schedule
- Children enrolled on the Early Learning Framework Program (ELP) with the Municipality of Chatham Kent or the Preschool Early Learning Program (PELP)

with the county of Lambton must complete required registration forms and must have the supporting documentation.

Payment arrangements for childcare fees MUST accompany the registration package in order to process your child's enrollment, including childcare fee subsidized families. A void cheque or an automatic withdrawal authorization from your banking institution must be submitted before your child may attend any program.

CHANGES IN REGISTRATION INFORMATION

Please inform your educator or the Program Director immediately when any personal information changes. Your child's safety in the event of an emergency could depend on the accuracy of information. Such items would include: immunization updates, change in address and telephone number, change in emergency contact persons, etc. If your child receives an immunization shot, the date must be reported to the Program Director immediately to ensure the record on file is current.

CHILDCARE SCHEDULES & ATTENDANCE

Parents are required to submit a monthly schedule approximately two weeks prior to the beginning of the month. A calendar will be distributed to each family with the specified due date for your convenience and must be returned on time to ensure space availability. Please note that LRCC will strive to accommodate all childcare schedules but we cannot guarantee a space for children who do not commit to a full time schedule upon registration. Part time children who are not committed to a consistent schedule will not receive guaranteed placement.

ARRIVAL AND DEPARTURE POLICY

Upon arrival and departure, the parent is required to sign their child in and/or out by indicating the exact time of arrival/departure in the appropriate box on the attendance sign in/out sheet posted on the Parent Information Board located in each individual room. It is also important to inform the educator in the program when a child has arrived into program or is leaving the program. LRCC does not permit children being dropped off or picked up in the parking lot area. Written notice is required if someone other than the registered parent/guardian or those adults who are identified on the registration form, in order to sign a child in or out. A child will not be released to someone who does not have permission to sign him/her in or out. The parent/guardian/emergency contacts will be contacted should this situation arise. A child 12 years of age or under is not permitted to sign in or sign out a child in the program.

LATE PICK UP POLICY

The parent is responsible for ensuring that your child is picked up from the program at the scheduled time. If an unexpected situation arises and you are unable to pick up your child please arrange for another adult to do so. This person must be identified on

your child's registration form. The Program Director or designate will follow the program procedure to contact the parent and emergency contacts if the child has not been picked up with in the hours of operation. Consistently late parents will be charged a late fee of $1.00 per minute will be charged after closing.

VACATION – ABSENT – SICK DAYS

Vacation days must be taken in week-long blocks. Part time children will use their vacation days in accordance with their regularly scheduled days of attendance. Vacation days cannot be split up and used over several months. Two (2) weeks written notification must be provided for all vacation time to avoid being charged.

Please inform your Team Leader immediately when your child will be absent from the program. Each **full time** child shall be given one absent – sick day per month at no charge. You will receive a credit on your next invoice for the absent – sick day. Absent – sick days are not accumulative and cannot be carried to the next month. ***Full time is considered to be a child that is using care at least four (4) times per week.***

All other absences or sick days will be charged as regular fees, unless two weeks notice has been given. Once your child's absent - sick day has been used the Program Director will then attempt to switch the child's regular day to another day in the same month. If it is not possible for the Program Director and the parent to arrange a mutually agreeable alternate date, the parent must pay for the child's regular date of attendance.

Vacation – absent – sick days are not accumulative. Children who withdraw and re-register in the same calendar year will not receive a new set of vacation – absent - sick days.

HOURS OF OPERATION

Dresden Best Start will operate from Monday to Friday from 6:30am to 6:00pm, excluding Statutory Holidays.

If the hours of operating do not fit the needs of your family please contact the Program Director to discuss your personal needs. Lambton Rural Child Care will strive to meet the needs of all children and their families in the community but due to many constraints this may not be possible.

STATUTORY HOLIDAYS

Lambton Rural Child Care will be closed to observe the following holidays:

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

FEES

The fees for the this program are as followed:

Infant Room	Full Day $41.00	
Toddler Room	Full Day $39.00	Half Day $26.50
Junior Room	Full Day $37.00	Half Day $24.50
School Age	Full Day $35.00	Half Day $23.50

Before School	$7.20 per session
After School	$8.30 per session

Note: Half day is maximum 4 1/2 hours.

PARENT PAYMENT PROCEDURE

A completed Pre-Authorized Payment Form is required at the time of registration. The Pre-Authorized Payment form must be completed by all parents, including childcare fee subsidized families.

Full and partial fee paying parents shall have an automatic withdrawal from their personal bank account for your child's childcare fees.

This will be processed according to the payment withdrawal schedule presented at the time of registration. Payments will be withdrawn on a bi-weekly basis.

PAYMENT & TERM AGREEMENT

Invoices will be issued every 2 weeks for full fee and partial fee parents. The invoice amount will be a pre-authorized payment from your personal account on the date indicated. There will be a $25.00 penalty on all NSF payments. There is an interest of

2% charged MONTHLY on all over due accounts.

To avoid charges for missed days or vacation days all changes to your child's attendance schedule must be made two weeks prior to the date. If two weeks notice is not received, you will be charged full rates for the date in question.

If a payment is missed you will be contacted by the Financial Controller within a timely manner concerning the payment in question. Arrangements must be made to pay the owing amount. After two consecutively missed payments or three missed payments within a twelve month period, your child will be terminated from the program. Payment for the entire outstanding amount must be received before re-entering the program. If payment arrangements can be agreed upon between LRCC and the parent, and the outstanding balance is not paid within a timely manner, your account may be turned over to the Sarnia Credit Recovery.

It is the responsibility of childcare fee subsidized parents to maintain a current contract with Lambton County Child Care Services or the Municipality of Chatham Kent Children's Services. If your contract is not renewed on time, you are responsible for payment to Lambton Rural Child Care until coverage is approved.

TERMINATION FROM PROGRAM

Two (2) weeks notice is required prior to withdrawing your child any LRCC program. You will be charged for two (2) weeks fees (per child) in lieu of notice.

FAMILY FEE DISCOUNT

There is a 10% discount available for full time (4 days per week or more) families with more than one child enrolled in any of our programs. This discount applies to the child(ren) with the lowest fees.

FINANCIAL ASSISTANCE

Financial assistance in the form of child care subsidy may be available for those families who qualify. For more information, please contact the Municipality of Chatham Kent Children's Services at (519)351-1228 or Lambton County Child Care Services Department at (519) 344-2062.

NUTRITIOUS SNACKS & MENUS

Brooke Alvinston Child Care Centre and the Dresden Best Start Program will be operating its own food services. A rotational snack and meal plan is posted on the Parent Information Board located in each classroom. Snack and meal time is scheduled into the daily routine. If you would like a copy of the menus ask your child's educator. Lunch meals will only be offered at the programs that offer full day programs.

All snacks and meals are provided in accordance with the Child Care & Early Years Act and the Canada's Food Guide. We strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours while maintaining nutritional value.

FOOD FROM HOME

Due to the increasing prevalence and serious nature of food allergies among young children in our culture today, it is the policy of Lambton Rural Child Care to restrict the practice of families bringing food into the centre. Children are not permitted to bring in any food from home to any program.

Homemade treats for special occasions will not be permitted, due to staff inability to determine the contents of the treats, and the materials that the treats may have come into contact with during preparation.
This is with the exception of children in the Infant Program. Parents may bring in food, formula or milk for their children, as we understand that children at this age are on individual diets. Each parent is provided with an Infant Feeding Schedule upon registration to complete that will inform the educators of the child's eating routine/schedule.

CLOTHING & FOOTWEAR

Please label all your child's clothing and personal belongings. Labeling their clothing and personal items is an easy way for staff and other parents to identify them and return articles to the proper location.

Please send your child in "play-friendly" clothes. Your child may be participating in messy programming activities such as painting, water play, play dough, sand play and more. We request that parents send an extra set of clothes, with their child(ren) to change into in the case of an accident. We also request your child attend each day with the appropriate clothing needed to enjoy playing outdoors.

Below is a list of possible items:

Spring & Fall	Summer	Winter
Splash Pants	Sun Hat	Winter Boots
Rubber Boots	Bathing Suit	Winter Hat
Light Hat	Towel	Gloves or Mittens
Light Gloves or Mittens		Snowsuit or Snow Pants

OUTDOOR PLAY & ACTIVITES

In compliance with the Early Years & Child Care Act, all children 3 months and older are required to play outside for two (2) hours daily, weather permitting. Please ensure that your child is dressed appropriately to enjoy his/her time outside. Please note that due

to licensing requirements pertaining to staff-child ratios, it is impossible for us to keep your child indoors if not dressed properly for the weather conditions.

ADVERSE WEATHER POLICY

Dresden Best Start will be closed if Dresden Area Central School is closed or if the Program Director feels it is in the best interest of our staff, children and families.

If the Program Director and/or Executive Director feels it is in the best interest of our staff, children and families the decision to close will be made.

If the program is closed, the Program Director and/or Executive Director will ensure that there is an announcement over the local radio stations stating that the program will be closed that day. Every attempt will be made to ensure that this occurs before 6:00am. All decisions made to close the centre are final.

Under no circumstances will a parent be penalized with a day's fee if the centre is closed due to adverse weather. If the program is officially closed, your account will be credited on your next invoice. However, please note that if the program is operating and a parent chooses not to send their child for the day, regular charges will be incurred for that particular day.

If buses are cancelled for the zone surrounding either program location due to poor weather the centre will remain open. NOTE: Under no circumstances is a child to be permitted to enter the program location/classroom without the parent/guardian. All children must be signed in or out by the parent/guardian and the parent must be bring the children into program to an LRCC staff member.

If you need childcare for these days and your child was not scheduled to attend program that day please ensure that you call the program prior to bringing your child in to ensure that there is an available space for your child to attend that day, if he/she is not already scheduled to attend. LRCC is governed by the Ministry of Education, and have educator-child ratios that we MUST adhere to. With a limited amount of school age spaces available, the Centre cannot guarantee that all children will be able to attend on days in which the buses are not available. However, please be assured that we will do absolutely everything in our power to meet the needs of all families requiring care.

In the event that any school location has deemed weather conditions extreme enough to dismiss students early from classes and close the school, the After School Program shall also close at that time. (For example: If a child was scheduled to attended the After School Program but the school has released the children early due to adverse weather, that child will not be permitted to attend the After School Program due to closure of the school and the LRCC Programs.)

If you have children currently in care at the time of the closure, the Supervisor or Team Leader or designate will contact the parent/guardian as the child must be picked up as

soon as possible due to program cancellation.

ILLNESS & SICK POLICY

Generally, if your child is too sick to fully participate in daily program, including outdoor play, they should remain home. LRCC requests that you keep your child at home if he or she is showing any of the following symptoms. In the event your child displays any of the symptoms outlined below while in program, the parent or guardian will be called to make arrangements to have their child picked up as soon as possible. In the even the parent cannot be reached and the child's symptoms are continuously getting worse the emergency contact persons will be contact.

Diarrhea

If a child has one episode of diarrhea during program but otherwise feels well with no fever, nausea or vomiting the child will be monitored for further signs of illness for the remainder of the day. If no more diarrhea occurs and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes.

If more than one episode of diarrhea occurs during the same day in program, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there have been no further episodes of diarrhea for a 24 hour period. If diarrhea occurs at home, the child must be symptom free for a 24 hour period before returning to program.

Vomiting

If a child has one episode of vomiting, but otherwise feels well with no fever, diarrhea, stomach pain, the child will be monitored for signs of illness for the remainder of the day. If there are no further episodes of vomiting and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes.

If more vomiting occurs during the same day in program, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 24 hour period.

If vomiting occurs at home, the child must be symptom free for a 24 hour period before returning to program.

Fever

If a child has a temperature of 101°F or higher and/or the fever persists for 30 minutes parents will be called to make arrangements to have their child picked up as soon as possible. Please note that LRCC is not permitted to administer Tylenol or any other fever-reducing medication during program unless they are prescribed by a physician and you have a prescription note from the physician stating the proper dosage and the frequency in which the medication may be given. Please also note that at no time is it acceptable for a parent or other adult to come to the centre to administer Tylenol or any

other fever suppressant and then leave the child at the centre.

We also respectfully request that out of respect for the other children enrolled and the staff, that parents refrain from “masking” their child’s symptoms by administering a fever reducing medication prior to bringing the child to program in an attempt to reduce their child’s fever and then send them to daycare for the day.

Chicken Pox
If a child displays any symptoms of chicken pox, parents will be called to make arrangements to have their child picked up as soon as possible. The child will only be able to return to program when the spots have scabbed over.

Conjunctivitis (Pink Eye)
Any child with a suspected case of pink eye will be required to be examined by a physician. Any child with a confirmed case of pink eye will be required to be on antibiotics for a minimum of 24 hours before they are able to return to program.
Skin Rash
Upon the discovery of an unexplained rash, we will attempt to contact the parents to discover the possible cause of the rash. It will be up to the discretion of the Program Director or designate to determine whether or not the child must be excluded from care until examination by a doctor.

Head Lice
Although head Lice does not pose any health risk, it is something the staff will periodically be monitoring or doing complete classroom checks should a case be observed. If a child is identified as having head lice, the staff will contact the parent to pick up the child immediately.

The child must be free from lice and nits before returning to the program. If head lice is discovered at home please contact the Program Director, supervisor or team leader as soon as possible to ensure the proper cleaning and disinfecting can be complete as soon as possible.

The Program Director, supervisor or team leader must check the child’s head upon their return to program to ensure there are no signs of head lice remaining. If any nits or lice are found, the child will not be permitted to stay.

ANAPHYLATIC POLICY

Parents in cooperation with their health care professional have the primary responsibility for the health and wellness of their children. Lambton Rural Child Care recognizes it has a subsidiary responsibility to support children with health concerns and chronic conditions. Lambton Rural Child Care and staff will ensure that health support is implemented cooperatively with the approval of parents and in consultation with the appropriate medical personal.

STRATEGY TO REDUCE THE RISK OF EXPOSURE TO ANAPHYLATIC AGENTS:
All child allergies will be identified through the application process. Allergies will be identified and posted on each child's emergency card. Anaphylactic allergies will be identified with a red dot on the emergency card.

- Staff will be made aware of allergies at the time of enrollment and will discuss necessary precautions with the parent
- Parents will be responsible for keeping allergy information up to date and for providing the necessary training.
- Staff will be responsible for notifying any visitors to the program of severe allergies.
- The agency will provide anaphylactic posters identifying the allergy

Lambton Rural Child Care Staff will make every reasonable attempt to ensure a healthy environment; however, there is no expectation that the staff will be able to eliminate all risks.

Individual Anaphylactic support plans for children using Epi Pens will be completed at the time of registration and kept on file at the program location. A copy will also be attached to the child's file and kept in the main office. Plans will be reviewed by the appropriate persons when a child enters into care and annually thereafter. Training for staff will be completed by the child's parent. The date of the completed training will be identified on the child's anaphylactic plan.

ADMINISTRATION OF MEDICATION

If your child needs prescription medications they can be administered during program hours. The prescription medication can only be administered by the Child Care Manger or designate to the child. The Program Director or designate will document the dosage, time given and any side effects observed for each administration of medication.

Prescription medications must be in the original container supplied by the pharmacist and clearly labeled with the following:

- Child's name
- Doctor's name
- Name of the drug
- Date of Purchase
- Instructions regarding dosage, administration and storage

Many times a physician can prescribe medication that is only administered in the morning and in the evening. In this instance the medication can be administered before and after the program by the parent/guardian.

If your child requires an Inhaler or Epi-Pen during program hours, you are required to complete an Authorization Form and a Medication Consent Form. Please ensure that your child's medical information is up to date and accurate.

Since the Before and After School Program operates for a short period of time during the day, we request you arrange for the administration of your child's prescription medication either prior to, or after program hours.

INJURY & ACCIDENTS POLICY

If your child gets injured or hurt while in program, the staff will complete an Incident Report Form, which will be shown to you upon arrival to pick up your child. You will be requested to sign the form, indicating that you have been informed of the nature of the incident. The form will then be placed in your child's file and a copy given to you.

If there is a serious accident or injury that results in the need for medical attention, LRCC will attempt to contact the parent as soon as possible and arrangements will be made for you to pick up your child or to meet the Child Care Manger or designate at the local emergency department. If you cannot be reached, the emergency persons will be contacted. If the parent or emergency person is unavailable the child will be transported by ambulance to the local hospital, accompanied by the Program Director or designate.

Please note that all of our staff members are trained in First Aid and CPR, as well as able to administer basic first aid treatment until the paramedics arrive.

FIRE DRILLS

Fire drills are conducted on a monthly basis in accordance with regulations. In the case of a serious fire, all children will be taken to the designated place of emergency specified on the Emergency Procedures sheet posted in each room.

EMERGENCY PREPAREDNESS MANAGEMENT POLICY

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. Staff will follow the emergency response procedures outlined in the policy by following these three phases; immediate emergency response, next steps during and the emergency and after the emergency or recovery.

For situations that require evacuation of the child care centre, the meeting place (the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary) The location will be posted at each individual program location within the Evacuation Plan.

Meeting Place – Front of School by the wooden fence

If it is deemed 'unsafe to return' to the child care centre, the evacuation site (the designated off-site location where shelter is obtained during an emergency. The

evacuation site is used when it is deemed unsafe to be at or return to the child care centre) will be posted at each individual program location within the Evacuation Plan.

Evacuation Site – Lambton Kent Memorial Arena
1212 North Street Dresden

LRCC will utilize text messages, email, HiMama, LRCC website, LRCC Facebook page or the local radio station to communicate any information to the parent concerning an emergency situation. The complete Emergency Procedures is posted at all locations. Please see the Supervisor for specific questions or concerns.

NON SMOKING POLICY

All of the Best Start and School Age Programs are smoke free and follow the Smoke-Free Ontario Act.

LOTION POLICY

Due to the frequency and long-term daily usage of sunscreen, diaper creams, lip balms hand creams and/or hand sanitizers this authorization will allow permission to apply or utilize the above listing when required. These lotions will be non-prescription and are not for acute treatment. The sunscreen will be suppled by LRCC and will be 15 SPF or higher. If you child required a specific type or brand you must supply a labelled bottle which will be kept at program. Any diaper cream, lip balm or hand cream will be supplied by the parent for their child's usage as required. Hand sanitizer is rarely used on the children but it will be supplied by LRCC. Please discuss any other the above with the Supervisor or Program Director.

TRANSITIONS FROM CLASSROOM TO CLASSROOM

When your child reaches the age for transition to the next classroom the parent will be notified of the intent to begin the transition process. Any input from parents is always welcome and appreciated. The Program Director will discuss any other pertinent information with the parents outlining the anticipated time-frame and the specifics of the transition.

Each child shows signs of readiness at different points in time. We will do our best to meet each individual child's needs as they transition to the next classroom.

SAFE TRANSITION FROM SCHOOL TO PROGRAM

Your child's safety while traveling between the Before and After School Program and classroom is ensured by requesting that the children gather their belongings and go directly from the Before School Program to outside. The educator will wait until the

playground area is supervised by Brooke Central Elementary School staff. Upon dismissal the children will go directly to the After School Program. The program educator will pick up any children from their classroom and escort them to the program.

CONSENT FOR OBTAINING & RELEASING INFORMATION

Communication between parents, educators, and childcare staff involved in your child's day enhances his/her educational and childcare experience. Through discussion with school personnel concerning the Senior Preschool and School Age Program children, we will be able to provide continuity in your child's day. A release form is to be signed when the educators feel that confidential information must be shared to assist in the development of the child.

PROGRAM ACTIVITIES

Our programs offer a wide variety of learning experiences for the children in care. These learning experiences are child centered and offer a balance between structured activities, learning experiences through play and school readiness initiatives.

Our programs include the following activity areas:

- indoor and outdoor movement programs
- creative arts
- skill building projects
- musical experiences
- pre-reading skills
- pre-writing skills for Junior Preschool and Senior Preschool
- outdoor play experiences
- sensory experiences
- story telling
- circle time experiences

The program may include activities off the premises. The parent will be notified before this occurs and permission will be given prior to event/excursion or the parent will be asked to sign the Excursion Form for the program location.

PROHIBITED PRACTICES & BEHAVIOUR MANAGEMENT

Our aim is for the children to have a safe and enjoyable time in program. To help us achieve this aim, we establish reasonable limits for behaviour which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider health, safety and the rights of the child.

A positive approach is used to guide the children. Each situation and child is considered individually. Lambton Rural Child Care methods of behaviour management include:

- redirection
- natural and logical consequences

- limit setting
- modeling
- providing choices
- anticipating situations
- recognition and positive encouragement for appropriate behaviour

In the event that a child displays intentional aggressive behaviour, the parent will be contacted.

Open communication with parents is an essential component for a co-operative approach to child guidance. The program staff will discuss your child's day with you and will ask for your feedback to ensure that your child has a positive experience in our program. We encourage you to discuss any issues or concerns concerning your child's progress with the program staff. If the issue is unresolved, please contact the Program Director.

LRCC shall not permit any of the following with respect to a child receiving child care at our child care centre:

(a) corporal punishment of the child;
(b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
(f) inflicting any bodily harm on children including making children eat or drink against their will.

SERIOUS OCCURRENCE

The safety and wellbeing of the children in our programs is the highest priority but even with the best precautions, serious occurrence can sometimes take place. The Ontario Government has introduced a new policy that requires licenses childcare operators to post a "Serious Occurrence Notification Form" to inform all parents of the incident. This will give parents information about the incident and outline and any actions taken place including the outcome. If you have any additional questions please contact your Team Leader or the Program Director.

SLEEP POLICY

Parents of children younger than 12 months will be advised of the licensee's obligation to ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep. Perform visual checks in the infant room every 15 minutes by being physically present and checking for indicators of distress and documented.

A rest/sleep period for every child, who receives care for 6 hours or more, but is less than 6 years of age must be included in the daily program. The staff must perform visual checks twice during a sleep period by being physically present and checking for indicators of distress and documented on the sleep log.

WAIT LIST POLICY

Lambton Rural Child Care (LRCC) is aware of the shortage of child care spaces in the community it serves and of the frequent long wait periods to gain access to service. LRCC aims to develop a waitlist policy and practices that are transparent, fair and consistent. LRCC utilizes the OneList, an online childcare registry system. To gain access to the waitlist, families must complete an online registration process at the following websites:

County of Lambton at https://onehsn.com/**lambton**
Municipality of Chatham Kent at https://**chathamkent**.onehsn.com/

The priority will be given for all programs as follows:

- Siblings of current participants.
- Families waiting for a transfer to another site.
- Children of current LRCC employees.
- Returning families. (Note: The time span between the withdrawal of a family and their new waitlist registration must not exceed two years.)
- New families with fulltime taking precedence over part-time children.

To ensure that families gain access to LRCC's programs in the shortest time possible, the following practices are put in place: The date of registration on the waitlist will be utilized to set a first come first serve basis also keeping in mind the above priorities. A family who refuses a space the first time it is offered or fails to return a first call within one week will not retain its priority on the wait list.

There are no fees attached to the waitlist process.

Parents that wish to know their position on the wait list may call the Supervisor or Program Director to discuss.

PARENT CONCERN or COMPLAINT POLICY

LRCC values parent input and strives to work quickly and effectively to resolve concerns or complaints about a program or provider. LRCC believes that the best outcome will be achieved when conflicts are resolved as close as possible to the level at which it has occurred. Therefore, complaint handling is viewed as an important responsibility. Handling a parent's issue, concern or complaint effectively needs patience and skill to avoid an initial negative situation becoming even more negative and degenerating into a dispute. Communication with the parent/guardian in a manner that acknowledges and empathizes with their feelings is a key element in minimizing potential issues.

If a parent/guardian feels that a child is in extreme danger or being abused or neglected by any person, they must contact the local Children's Aid Society immediately. A report of suspected child abuse or neglect by a staff member or home child care provider may be reported to the Home Visitor/Program Director and must be reported to the local CAS office. Any person who becomes aware of such concerns must report this information to CAS as per the "Duty to Report" requirement in the Child and Family Services Act - CFSA s.72(1).

Sarnia Lambton CAS 519-336-0623

Chatham Kent CAS 519-352-0440

An issue, concern or complaint may include, but is not limited to, any of the following situations:

- a personal dispute between the parent/guardian and staff/provider;
- a disagreement between the staff/provider and the parent/guardian as to the quality of the program;
- an issue concerning the operations of the program
- potential neglect or child abuse on behalf of a staff member/provider,
- a regulation violation or serious occurrence.

If the nature of the issue, concern or complaint does not fall within one of these categories, the staff or Home Child Care Provider will respond to such complaint in a manner that it believes to be appropriate. Both the Ministry of Education regulations and legislation as well as the policies and procedures set forth by LRCC Board of Directors will be considered when dealing with these issues.

The following stages shall be followed concerning a parent/ guardian concern/compliant:

Stage One: If a parent/guardian has a complaint about an aspect of the programming, or about the conduct of a staff member or Home Child Care Provider, it will be encouraged to resolve the problem by simply speaking to the individual concerned. It is anticipated that an informal process between the parties involved shall cover most issues or concerns that may arise.

LRCC is committed to open communication with parents/guardians and welcomes all comments on its services both positive and negative.

Initially, the parents/guardians are encouraged to speak directly to the relevant staff member or Home Child Care Provider, if deemed appropriate. If not, the Home Visitor/Team Leader/Supervisor should be contacted and they will try to resolve the issue/concern together with the parent/guardian.

The staff member or Home Child Care Provider who receive an informal complaint or concern from the parent will respond to such a complaint or concern in a manner that they believes to be appropriate, while remembering all LRCC and Ministry of Education policies. Staff will respond to a parent concern immediately by having a conversation with the parent and attempting to resolve the situation. The staff or Home Child Care Provider will gather all information/details from the parent. The staff or Home Child Care Provider will inform the Team Leader/Supervisor or Home Visitor either verbally or via email before the end of the shift that day. Details of the complaint/concern should include the nature of the complaint/concern, the details that lead to this situation, any possible outcomes or solutions that were discussed between the parent and the staff or Home Child Care Provider and the resolution that was agreed upon, if any.

If a satisfactory resolution cannot be found through informal discussions, then Stage Two of the procedure will come into operation.

Stage Two: If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/guardians should put their complaint in writing, utilizing the Concern and Compliant Form or via email to the Home Visitor/Team Leader/Supervisor. Relevant names, dates, evidence (if any) and any other important information regarding the nature of the complaint should be included. The Home Visitor/Team Leader/Supervisor will follow the below criteria in deciding the severity of the issue/concern:

- Nature of the issue/concern
- Safety of the child(ren) in care
- Ministry of Education regulations and legislation
- LRCC Policies and Procedures

The Home Visitor/Team Leader/Supervisor will notify the Program Director of the formal written concern/compliant. The agency will acknowledge receipt of the formal complaint within a maximum of three working days. A full investigation into the matter shall be completed within a maximum of 15 working days. The Home Visitor/Team

Leader/Supervisor, in consultation with the Program Director and/or Executive Director, will be responsible for sending a formal written response to the complaint to the parent/guardian within the 15 day period. If there is any delay, the agency will advise the parent/guardian of this and offer an explanation.

The investigation will include recommendations for dealing with the complaint and any amendments to the policies or procedures emerging from the investigation. The formal compliant, any investigation notes and the formal response to the complaint will be retained and placed in all relevant files.

If a satisfactory resolution cannot be found through Stage Two then Stage Three of the procedure will come into operation.

Stage Three: At this point, the Home Visitor/Team Leader/Supervisor will consult with the Program Director and the Executive Director, regarding the investigation and the alleged issue/concern. Upon review of the investigation and supporting forms and documentation the Executive Director, as well as the Program Director, will arrange a time to meet the parent/guardian concerned and any other relevant individuals, such as members of staff, to discuss the issue/complaint and the response to it. The Executive Director will also inform the Board of Directors of the situation.

If at the conclusion of this process parents/guardians remain dissatisfied with the response they have received, the original complaint along with LRCC investigation and response will be taken to the Board of Directors who will adjudicate. The Board of Directors will communicate a detailed response, including any actions to be taken, to the parent/guardian within 10 business days from the date they received the file.

ADDITIONAL QUESTIONS OR CONCERNS

If you have any further questions or concerns, please contact your Supervisor. Also, please use our website at **www.lrchildcare.com**