

Paramount Family Centre



"A Happy Place To Grow"

Program Handbook

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Revised January 2025

Paramount Family Centre

“A Happy Place to Grow”

Our Mission Statement

“Paramount Family Centre (PFC) is a Christian childcare centre that embraces every child as a unique gift of God, nurturing the holistic development of children in an environment of kindness, respect and forgiveness. We foster a community of creative and compassionate playmates who treat others as they would want to be treated.”

Program Statement

Paramount Family Centre believes that positive learning for children in a safe Christian environment enhances a child's level of development. We recognize that each child is a unique, valued individual deserving of the opportunity to learn and grow.

As a childcare centre licensed with the Ministry of Education, Paramount Family Centre is committed to adhering to the Child Care and Early Years Act 2014. We will use *How Does Learning Happen? Ontario's Pedagogy for the Early Years* to direct us in our commitment to strengthen the quality of our programs by ensuring they are centered on the child and family.

How Does Learning Happen? Ontario's Pedagogy for the Early Years is based on four foundations that are considered to be essential for outstanding learning and the healthy development of children. These foundations of belonging, well-being, engagement, and expression are the focus of our learning environments. In partnership with parents, and fostering positive and open communication, families are encouraged to be involved in our centre and to participate in our programs.

Our qualified staff offer experiences where all children have the opportunity to grow develop and gain skills needed for lifelong learning. We view children as competent, capable, curious, and rich in potential. With an Emergent play-based approach that focus's holistically on the whole child, we offer experiences where children can develop to their full potential.

Children of all abilities are welcomed and are encouraged to interact and communicate in a positive way. We strive to arrange the learning environment in such a way as to be thought provoking and stimulating where children can investigate, imagine, think, create, solve problems, and make meaning from their own experiences. Paramount Family Center is an extension of the community, and we invite local schools, individuals, and businesses into the learning process.

As part of our commitment to comply with the ministry of education's guidelines, the board of directors and staff are committed to ongoing reflection and annual review of our program statement and implementation policy. This statement is a living document that will continue to evolve and be modified as needed.

EMERGENT APPROACH

“The developmental literature is clear: play stimulates physical, social, emotional and cognitive development in the early years. Children need time, space, materials and the support of informed parents and thoughtful, skilled Early Childhood Educators in order to become master players. They need time to play for the sake of play. Hewes (2006), “Let the Children Play”

Paramount Family Centre adapted the Emergent Approach in 2009; this approach focuses on learning experiences inside and outside of the classroom. The Emergent planning process leads to activities and interactions which respond to children's development and relate to children's interests. The teacher's role is to add more materials to the experiences and listen to the children's conversations. The teacher will capture these experiences, through observations and documentation by using photographs as well as incorporating the Guiding Principles of the Ontario Early Learning Framework Document. The children's skill building achievements are documented and posted in the classroom for the parents to view. Team planning is an essential component of the Emergent Approach, whereby the staff works together to formulate hypotheses about the possible direction of a classroom project, the materials needed and the potential parent/community support and involvement. This approach allows children to engage socially and intellectually in a meaningful way.

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Introduction To the Ontario Early Learning Framework

“Every child has the right to the best possible childhood. Ontario’s vision is to make Ontario an international leader in achieving the social, intellectual, economic, physical, and emotional potential of all its children.

To make this vision a reality, the Ontario Government launched its Best Start Plan in November 2004. Ontario’s Best Start Plan puts the central recommendation of the Early Years Study (McCain & Mustard, 1999) into action to create the “first tier” for children 0 to 6 years. Early Learning for Every Child Today is a Best Start resource developed for Early Childhood settings that are the building blocks of the Best Start system”.

Paramount Family Centre incorporated the Ontario Early Learning Framework in 2010.

This is a practical document intended to guide Practitioners in Early Childhood settings.

It is organized into 6 sections which include a statement of principles based on beliefs, values, experiences, and current research.

Best Start Expert Panel on Early Learning, (2007). Best Start Panel on Early Learning (pg.3)

Principles & Understanding of Development and Practice

Early Child development sets the foundation for lifelong learning, behaviour and health.

The Continuum of Development identifies root skills that emerge and are practiced in the early years and are important both in their own right and as foundations for later development. A skill may appear in infant, toddler, preschool, and school-age groups, indicating pathways that emerge early and are elaborated over time.

Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.

Using the Continuum of Development, families and early childhood professionals can exchange information about children’s early development.

Demonstrating respect for diversity, equity, and inclusion are prerequisites for optimal development and learning.

At the core of respecting diversity is the flexible creation of curriculum that is responsive to individuals. The Continuum of Development makes it possible for practitioners to observe a child’s development and then create curriculum to extend and expand learning.

A planned curriculum supports early learning.

Understanding development supports the ongoing observations and documentation of children’s learning for the purpose of planning curriculum. Planning involves the planning of strategies or ways to support skills. The Continuum of Development includes interactions with examples of strategies that support the practice and extension of the skill.

Play is a means to early learning that capitalizes on children’s natural curiosity and exuberance.

Understanding child development leads to an appreciation of the role of play. The Continuum of Development identifies skill that are learned and practiced in play and gives examples of the adult interactions that support early learning in the context of play.

Knowledgeable, responsive early childhood professionals are essential.

The Continuum of Development builds on early childhood professionals existing knowledge of children in their programs and the pedagogy of play. Through ongoing observations and use of the Continuum of Development early childhood professionals extend their knowledge of development and learning.

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“A vision for Ontario’s Early Years” children are believed to be curious, capable, and learning best by exploring their interests in a mindfully curated learning environment.

Educators are viewed as co-learners alongside children, paying close attention to children’s ideas, providing materials, and asking questions to further challenge conversations, thinking and problem solve. Children’s thinking and learning is documented by educators by capturing photographs to help convey the learning process, along with notes, research and observations that is posted in the program to review, revisit, and continue the conversation.

Educators use the document “How does Learning Happen? Ontario’s Pedagogy for the Early Years” as set out by the Ministry of Education, as a guide in supporting developmentally appropriate practice. This document includes expectations for programs centered on four foundations that are fundamental for optimal learning and healthy development. These foundations are: Belonging, Well Being, Engagement and Expression.

Goals for Paramount Family Centre:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself or herself in many ways.

The four foundations for learning are implemented at Paramount Family Centre as set in the program statement, goals and indicators and implementation policy.

Hamilton Early Years Community Plan 2023 Update for Centre’s receiving CWELCC Funding

In addition to reflecting on the EDIB Policy, we have reviewed the Hamilton Early Years Community Plan 2023 Update. Our team is committed to the following principles:

- Developing inclusive policies, procedures and practices
- Embedding culturally responsive practices into programming
- Establishing inclusive environments free of discrimination and harassment
- Fostering a positive workplace culture
- Inclusion of all children regardless of ability, needs, gender, race, ethnicity, creed and socioeconomic status
- Ongoing communication with families
- Participating in professional learning opportunities on EDIB, reconciliation and accessibility
- Understanding personal unconscious bias and how this may affect interactions with others and inhibit our ability to be inclusive

We acknowledge the city of Hamilton’s EDIB policy and are committed to sharing this with staff, volunteers, parents and caregivers, you can take a look at this by following the link provided below,

<https://www.hamilton.ca/sites/default/files/2024-09/earlyyears-EDIB-Policy-eng.pdf>.

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A. INTRODUCTION TO PARAMOUNT

1. PARAMOUNT FAMILY CENTRE

Paramount Family Centre is incorporated as a non-profit organization, which is governed by a Board of Directors. This board consists of Church and community representatives that are committed to providing high quality childcare in a Christian centered environment. The Board of Directors meets throughout the year to review the childcare centre operations and to discuss items such as staffing and parent relations, concerns, or inquiries.

As part of our Christian environment, we strive to teach children the love of God. Our daily curriculum includes Christian content such as bible stories, songs, and prayers. The Children’s and Family Ministries Pastor of Paramount Drive Alliance Church participates in the childcare classrooms to present activities and stories with Christian values. The childcare centre and Paramount Drive Alliance Church collaborate on content and services offered to the community. Paramount Family Centre families are encouraged and welcomed to participate in the many activities offered by Paramount Drive Alliance Church.

2. HOURS OF OPERATION

The childcare centre hours are from Monday-Friday, operating hours 7:00 a.m.- 5:30 p.m. These hours are firm as we are licensed for these hours only and the building is used for additional activities outside of daycare hours. It is strongly recommended that children not attend more than nine hours a day. The centre will be closed for two days a year for professional development, one day in the spring and one day in the fall- parents will be advised of these two dates with advanced noticed.

STATUTORY HOLIDAYS:

Paramount Family Centre will be closed to observe the following holidays. For Christmas and New Year’s Eve that fall on a weekday, the centre will close at noon.

<i>*New Year’s Day</i>	<i>*Family Day</i>	<i>*Good Friday</i>	<i>*Christmas Day</i>
<i>*Easter Monday</i>	<i>*Victoria Day</i>	<i>*Canada Day</i>	<i>*Boxing Day</i>
<i>*Civic Holiday (August)</i>	<i>*Labour Day</i>	<i>*Thanksgiving Day</i>	

INCLEMENT WEATHER

School Board winter closures due to inclement weather will be announced on local news stations. Please note that if a school board closes, the childcare centre may choose to close as well. Message will be sent out via the Lillio app to notify parents of a closure, or you can call the childcare centre and listen to the voicemail message. If a school board closes early due to inclement weather, there will be no after school care provided.

3. FULL-TIME/PART TIME CARE

The childcare centre operates for full time care Monday-Friday or part time care 2-4 days per week. These programs are full day with programming for the morning and afternoon broken up by a rest period in between. The days of care must be consistent from week to week.

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4. PROCESS FOR MOVING UP TO THE NEXT GROUP

Children move from one age group to the next group based on the following:

- Availability of space in the next group
- Chronological age
- Developmental readiness

The decision to move a child up to the next group is made by the Supervisor in consultation with classroom educators and parents. Once the child is eligible to move up, parents will be notified of visit and move up dates and any changes in fees. Visits to his/her new classroom are arranged to ensure a smooth transition.

5. BEFORE AND AFTER SCHOOL CARE

The Before and After School program runs from September – June for children ages 44 months up to 12 years of age. Children aged 44 months- 12 years attending school at Billy Green or St. Paul can participate in the School Age Before and After School Program. This is a mixed age group of JK up to age 12 years.

6. FULL DAY CARE FOR SCHOOL AGE CHILDREN (PA Day and Camp)

During the school year on scheduled P.A. Days, Christmas break and March break, full day care is offered on a first come first serve basis with priority given to children enrolled in the September to June before and after school program. Remaining spaces will then be opened to the community.

During the summer months, a School Age Summer Camp Program will be offered. The children enrolled in the program experience a wide range of activities such as swimming, educational field trips, outdoor sports, and creative activities. Summer camp enrollment is for a full week for as many weeks as you choose, no part time spots will be accommodated. Children enrolled in summer camp will also join VBS (Vacation Bible School) each morning of one scheduled week, a fun, engaging, hands-on Bible learning experience offered by Paramount Drive Alliance Church.

Minimum enrolment must be reached in order to run these programs. Full day care day hours are exclusively from 8:00 a.m. until 5:00 p.m.

School aged children attending full days are to bring a nut free bagged lunch that is nutritious and follows Canada's food guide, packed with ice packs to maintain freshness.

B. ENROLLMENT PROCEDURES

1. WAITLIST

New families requiring care will be placed on the waitlist, existing families with children currently enrolled at the childcare centre will be given priority for siblings to attend or pick up additional days.

After completing the waitlist form, you will be placed on the waitlist on a first come first serve basis. Once a spot becomes available, the next family will be notified by telephone or email of the available spot, contact must be made between parent and childcare centre within 5 business days to confirm spot. Families seeking full time care will have priority over part time care when vacancies become available. Families may inquire about their position on the waitlist with the assistance of the Director/Supervisor. For further details please see appendix B on page 21-23 of the program handbook.

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2. TOUR OF CENTRE

Tours are scheduled with the Director/Supervisor for the parent/family and child, a tour of the facility will be given to each family during operating hours. Once a child has been offered a spot, a visit will be scheduled for the child to interact and participate in the classroom.

3. REGISTRATION FORMS

Registration forms will be given to the family to complete during the tour/visit. The registration package must be completed by child's first day in order to start. The forms are designed to ensure that we meet all the requirements of the Child Care and Early Years Act, Public Health, and any other pertinent Ministry of Education regulations. Parents are to review the Program Handbook available on the website.

4. ENROLLMENT

Once a child has been in attendance for four weeks, their participation in the program will be reviewed with staff to determine if the program is meeting the child's needs and whether adaptations or interventions are needed to support the child's continuation in the program. Parents will be consulted regarding any additional support that may be required. In the event that these adaptations or interventions are not successful, arrangements will be made with the family and community agencies to determine a plan for the child to transition onto something better suited to their needs.

5. TERMINATION NOTICE or CHANGE OF SCHEDULE

Parents are required to give two weeks' written notice to the office prior to withdrawing or changes their child's schedule. Request of extra days will be only be accommodated if space is available.

Should it become necessary for Paramount Family Centre to terminate your child's enrollment, you will be given two weeks notice. However, if issues are severe and interventions were not successful, termination will be effective immediately. Reasons for termination: failure to comply with centre's policies and procedures, failure to make a payment, unexplained absence for an extended length of time (2 weeks), your child displaying physical or verbal abuse towards children or staff in the centre, if childcare is unable to connect with parents by phone/email/Lillio message, if your child verbally or physically threatens to harm self, staff or other children in the centre.

6. AUTHORIZATION FOR PICK-UP

Upon registration families are required to indicate a list of people that have authorization for pick up. Please inform the childcare centre of any alternate pickups for your child. Photo I.D. is required to release your child to an alternate pick-up person. Parental rights will be honored, unless a court order or parental agreement is in place restricting access, this must be kept up to date and on file.

7. EMERGENCY CONTACTS

The childcare centre requires information on how to contact parents during the day in case of an emergency or illness. Parents are required to supply the childcare centre with work address, telephone, cell numbers and have two emergency contact people. If a parent cannot be reached, the emergency contact will be notified.

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8. IMMUNIZATIONS

The childcare centre is required to obtain copy of the vaccination history to submit to Public Health Services. Parents who choose not to vaccinate their children must complete a notarized Statement of Conscience Belief form. You can call 905-540-5250 to request the forms or to get them from www.hamilton.ca/immunize on the Childhood Vaccines page. Families are asked to please notify the childcare centre Office of updates to immunizations. Public Health Department may exclude children from attending the daycare if they have not met the necessary requirements.

9. CHILDREN'S BELONGING

Children should wear clothing such as Velcro shoes and pull up drawstring clothing to help develop self-help skills. Closed toed rubber-soled shoes are encouraged for participation in most activities. Every child should be adequately clothed, to ensure they are comfortable in ALL weather and seasons. Clothing and backpack must be clearly labeled with the child's name. An extra set of pants, shirt, underwear, and socks, refillable water bottle must always be kept onsite.

10. TOYS FROM HOME

A labelled comfort item or a blanket is welcomed for rest time or self regulation, we ask that all other toys be left at home.

C. CENTRE POLICIES

1. SERIOUS OCCURRENCE

Childcare operators are required to report Serious Occurrences to the Ministry of Education and post report in a visible location (front door) for 10 days to provide transparency and access to information. A serious occurrence could include:

- Life threatening injury to or illness of a child
- Unplanned disruption of normal operation
- Death of a child
- Abuse, neglect, or allegation of neglect of a child
- Missing child or temporarily unsupervised child

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer- term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

2. CHILD ABUSE AND NEGLECT

Paramount Family Centre staff are legally required to comply with the Child and Family Services Act. The Act requires and directs staff to report to the Children's Aid Society if they have reasonable grounds to suspect abuse and neglect (including issues of lack of supervision). The following is a sample of reportable concerns:

- Any questionable marks on the child, or signs of physical abuse
- Signs of serious neglect or a pattern of neglect
- Any disclosure from a child indicating they have been injured by another person while in their care

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It is important to note that if there are any serious concerns, staff must contact Children's Aid first and may not speak to the family. It is the responsibility of CAS to make the decision about the severity of each situation and determine the next course of action.

3. INCIDENT REPORTING, NON-LIFE THREATENING

If your child sustains a minor injury while playing, the attending staff member will apply first aid treatment, complete an incident report, and provide a copy to parent to discuss at pick up time. A follow up report is completed on child's next scheduled day. The Director/Supervisor reviews and makes necessary recommendations/adjustments to environment or procedures as needed, to be kept in the child's file.

If it is determined that medical intervention is required beyond first aid, staff will inform Director/Supervisor or educator in charge to call the parent – report the injury to make a recommendation for child to see a physician or ask the parent to pick up their child. If a parent or alternate person cannot be reached or is unable to come, staff will call an ambulance to accompany and transport the child to medical aid, taking registration form and any medical devices if needed.

4. MEDICAL EMERGENCY – LIFE THREATENING (allergic reaction, seizure, etc.)

If your child sustains a life-threatening injury or becomes seriously ill where it is deemed that a child requires medical aid, staff will inform Director/Supervisor and follow the procedure below.

- a) Attending staff administer first aid.
- b) Director/Supervisor or educator in charge CALL 911.
- c) Call parents – the Director/Supervisor or educator in charge will call the parent.
- d) State situation and what hospital their child has been transported to.
- e) Director/Supervisor or educator in charge will accompany child to medical aid.
- f) Director/Supervisor or educator in charge will complete the Serious Occurrence Report, as per CCEYA guidelines.

THE CHILD WILL BE TRANSPORTED TO MEDICAL AID AT THE EXPENSE OF THE PARENT OR GUARDIAN, PARAMOUNT FAMILY CENTRE ASSUMES NO FINANCIAL RESPONSIBILITY. MEDICAL AID IS THE PROFESSIONAL TREATMENT GIVEN BY A DOCTOR OR HOSPITAL STAFF.

5. CHILDCARE SUPERVISION POLICY

Employees of Paramount Family Centre will have direct, unsupervised access to the children, students on placement or volunteers are not counted in staffing ratios. Volunteers and students are to be supervised when working directly with children by an employee and are not permitted to be alone with a child or children. All placement students and volunteers that are age eighteen and over must provide an up to date and valid vulnerable check to participate in the program.

6. ROUTINE ILLNESS

A health check is completed daily on children's health and well-being. Staff may also record visual observations of behaviour and level of participation in the program.

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The “WELL BEINGS”, a guide to promote the Physical Health, Safety and Emotional Well- Being of children in Child Care Centres and Family Day Care Homes, published by the Canadian Pediatric Society is used at the Centre for reference.

When a child is ill, he/she should be kept home to aid in recovery and reduce the risk of spreading the illness to others. Your child should not be at the Child Care Centre if he or she has:

**SEVERE COUGHING
BREATHING TROUBLE
YELLOWISH SKIN OR EYES
PINK EYE**

**UNUSUAL SPOTS OR RASHES
DIARRHEA
FEVER
LOSS OF APPETITE**

**SORE THROAT/TROUBLE
SWALLOWING
HEADACHE
VOMITTING**

Children exhibiting signs of illness as stated above are not permitted to attend the program until they are 24 hours symptom free. In the event of a child becoming ill at the childcare centre the parent will be notified and will be required to take their child home. The Child Care and Early Years Act requires at least two hours of outdoor play each day weather permitting. Children not well enough to play outside are considered not well enough to attend childcare centre and therefore, should be kept at home.

All children, staff and visitors are encouraged to use the most up to date Ministry of Education Online School Screening Tool, <https://covid-19.ontario.ca/download-covid-19-screenings#1.-school-and-child-care-screening> before entering the childcare.

People with any signs of illness are discouraged from entering the childcare centre as outlined in the screening tool and can only return once clearance has been given by a health care professional.

Should a child or staff fall ill while in attendance, he/she will be isolated from the group and parents will be called for immediate pick up to consult with a healthcare professional-family doctor, tele-health Ontario or public health.

Staff may wear PPE when deemed necessary when working directly within 6 feet of children. A strong focus on proper hand washing encouraged and practiced.

All frequently touched surfaces, toys and materials will be cleaned daily and as needed throughout the day.

Parents will be notified of any communicable disease by message via Lillio and by posting a fact sheet with the number of cases on the classroom door.

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7. INFECTIOUS DISEASE EXCLUSION POLICY

Paramount Family Centre follows the guidelines as set out by Public Health and as indicated in the Exclusion Policy Chart for the protection of others and to minimize the spread of disease. Please contact the centre office for further clarification.

DISEASE	EXCLUSION OF PATIENT	EXCLUSION OF CONTACT
DIPHTHERIA	Until two negative throat cultures taken at least 24 hours apart of fourteen days of antibiotic therapy.	Adult contacts with food; or unimmunized child exclude from work until culture negative -exclusion of children is required
HEPATITIS A	2 weeks from the onset of symptoms or 1 week after jaundice	None
HEPATITIS B	Blood and bloody fluid precautions until disappearance of HB and appearance of anti-HBs. No exclusion required.	None
HUMAN IMMUNODEFICIENCY VIRUS (HIV)	Personalized for each patient with the Associate Officer of Health	None
MEASLES	At least 4 days from the appearance of rash	None
POLIOMYELITIS	Isolation of no community value, but discuss with Associate Officer of Health	Refer to Associate Medical Officer of Health -exclusion as required
PERTUSSIS (whooping cough)	3 weeks from onset of paroxysmal cough if untreated or at least 7 days after initiation of treatment	Inadequately immunized household contacts less the 7 years of age should be excluded from school for fourteen days after last exposure or until case and contract have received days of antibiotic therapy
RUBELLA (German measles)	5 days from onset	Exclusion as required
TUBERCULOSIS	Usually, 2 weeks after initiation of therapy, but check with the TB nurse	Usually none, but check with TB nurse
BACTERIAL CONJUNCTIVITIS	Until clear, usually 24-48 hours after initiation of treatment	None
CHICKEN POX	No exclusion after onset of the rash	A child with mild chicken pox illness can return to school or childcare as soon as he/she is well enough to participate in all activities
INFLUENZA	3 days after clinical onset	None
PEDICULOSIS	Decisions rest with Supervisor of the centre as described in the Education Act.	None
SCABIES	24 hours after treatment	None
STREPTOCOCCAL INFECTIONS: Strep throat, scarlet fever, erysipelas	48 hours after treatment	None
STARHYLOCOCCAL INFECTION: impetigo	Cover lesions or if not possible exclusion until lesions cleared (48 hours)	None
TINEA CORPORIS: Ringworm	Exclusion from gymnastics, showers and pools until clear	None
*Exclusion of immunized children as required by the immunization of School Pupils Act. NOTE: The Associate Medical Officer of Health should be notified of any of the above diseases ASAP.		

8. APPLICATION OF TOPICALS: SUNSCREEN, CREAM/LOTION, LIP BALM, BUG SPRAY, DIAPER CREAM AND SOAP THAT IS NOT USED FOR ACUTE SYMPTOMATIC TREATMENT OR NOT PRESCRIBED BY A DOCTOR

Any topical ointments/cream/lotion/soap/spray/lip balm, etc., provided by parents must be in its original container with the ingredients listed, expiry date and labelled with the child's name. Parents are to sign the authorization on the registration form and provide such products in order to have their child use these on the premises. Paramount Family Centre and staff will not be held responsible for and waives all claims of personal injury to the child as a result of application of these products. It is advisable to have already applied the product at home with no adverse effects to the child (i.e., rash, irritation, or other reaction) before sending it to be used at the childcare centre.

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9. SUNSCREEN

Sunscreen is encouraged for all children during the summer months to be provided by the parent and applied by staff with written authorization on the registration form. Sunscreen will be re-applied to all children for afternoon outdoor play. All sunscreens must be in the original container, labelled with the child's name. Please check ingredients for possible allergens. Kindergarten and School Age children may keep their sunscreen in their backpacks and will be encouraged to apply it themselves.

10. ADMINISTRATION OF MEDICATION

Paramount Family Centre Staff are not permitted to administer medications unless it is listed as part of the **Individualized Plan and Emergency Procedures for a Child with Anaphylactic Allergy** form **or Individualized Plan for a Child with Medical Needs** form. **NO UNAUTHORIZED MEDICATIONS** are to come into childcare centre.

If your child requires other prescribed/over the counter medication, it is the responsibility of the parents to come to the childcare centre and administer this medication to the child. (Parents may assign an alternate adult to administer such medication and inform the childcare centre Director/Supervisor).

Children who require Asthma Inhaler (puffer) while in our care the following procedure will be followed:

- The Individualized Plan for a Child with Medical Needs form must be completed for staff to administer inhaler to your child. Child cannot attend without this, and staff cannot administer inhaler unless all information has been completed.
- The staff will store the inhaler safely and it will travel wherever the child goes. Should you require taking the inhaler home please check with your child's teacher.
- Expired medication will not be administered and will be returned to parents for proper disposal.

Children who require an EPI-PEN while in our care the following procedure will be followed:

- Individualized Plan and Emergency Procedures for a Child with an Anaphylactic Allergy form must be completed to aid staff in administering the Epi-Pen. The Epi-Pen must remain in its original container, clearly labelled with the prescription label. Child cannot attend without it being onsite and staff cannot administer Epi-Pen unless all information has been completed.
- The staff will store the Epi-Pen safely and it will travel wherever the child goes. We recommend keeping the Epi-Pen onsite, however, should you require to take the Epi-Pen home please check with your child's teacher.
- Any alternative/supplementary food provided by the parents must be clearly labelled with child's name, date, ingredients, and classroom. Food provided by parents should be free of known allergens, nutritious and align with Canada's Food Guide. The Individualized Plan for a Child with Medical Needs is required to be filled out for such occasions.
- Expired medication will not be administered and will be returned to parents for proper disposal.

Written permission must be provided for School Aged children to carry and/or self administer Epi-Pen and/or inhaler on the registration form.

11. PERSONAL HYGIENE

Parents are asked to have their children use the washroom and wash their hands prior to dropping them off and before leaving at the end of the day to minimize the spread of germs.

Staff model good hygienic practices and children are encouraged to use these skills daily. This includes appropriate hand washing methods before and after every meal, any sensory/science/baking activity, when returning from outdoors and after coughing, wiping their nose or sneezing.

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12. REST TIME

Children attending the childcare centre for more than 6 hours per day is required to have a rest following the mid-day meal. Individualized cots and linens are provided and appropriately spaced. Rest time for Toddlers and Preschoolers is from 12:00 p.m. – 2:00 p.m. Classroom Educators will conduct and document visual checks of each child during sleep time.

Soft music is played and children’s personal comfort items that encourage quiet rest or sleep are permitted. At registration, sleeping arrangements need to be indicated. Written authorization is required to reduce rest time to one hour. Early risers or non-sleepers are invited to do quiet activities after one hour of rest until rest time is over. Parents must request in writing any adjustments to the ministry required rest period.

D. FINANCIAL MATTERS

- CHILD CARE BASE FEES- Paramount Family Centre has opted into participating in the CWELCC agreement, all fees are determined according to the CWELCC system guidelines and are subject to change, updates will be provided as needed.**

Program	Market Rate	CWELCC FEES Apr. 1/22	CWELCC FEES Dec. 31/22	CWELCC FEES Sept. 5/23	CWELCC FEES Jan. 1/25
Toddler	\$46	\$34.50	\$26.46	\$26.46	\$22
Preschool	\$40	\$30.00	\$23.62	\$23.62	\$22
School Age Children up to age 5 years					
Before school	\$14.50	\$12.00	\$12.00	\$12.00	\$12.00
After School	\$17.50	\$13.13	\$12.00	\$12.00	\$12.00
Before and After School	\$25.50	\$18.75	\$12.00	\$12.00	\$12.00
Camp/PA Day	\$50	\$37.50	\$23.62	\$23.62	\$22
School Age Children 6 years and over					
Before school	\$14.50	N/A	N/A	\$6	\$6
After School	\$17.50	N/A	N/A	\$9	\$9
Before and After School	\$25.50	N/A	N/A	\$15	\$15
Camp/PA Day	\$50	N/A	N/A	\$50	\$50
Registration Fee for all new families	\$35			\$16.54	\$16.54
	Non-Base Fees				
Trip Fees				Varies TBA	Varies TBA
Service Charge for NSF Fee				\$40	\$40
Late Pick up Fee				\$15 for every 5 mins. per child	\$15 for every 5 mins. per child

- Registration Fee-** Upon enrollment, families are required to pay a \$16.54 registration, this fee is non-refundable and not tax deductible
- Daily Fees-** Are required in advance of care for each day that a child is enrolled, regardless of absence. Families are required to read and sign the financial agreement. Parents can pay bi-weekly or monthly in cash, by cheque payable to P.F.C., pre-authorized payment through the Lillio app as well as e-transfers made payable to payment@paramountfamily.ca. Payments are due in advance of receiving care.
- There is no reduction in the childcare fees for absences on scheduled days due to illness, inclement weather, emergency closures, stat holidays, or family’s personal vacation plans.
- Summer Camp Fees-** School Age Camp fees are due in advance of receiving care. Some trips may have an additional cost to cover bus cost or entrance fee. There are no refunds.

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- e. **Service Charges**-Cheques returned by the bank for any reason, will be subject to a service charge of \$40. In the event of repeated returned cheque (NSF) you are responsible for any bank charges incurred and may be required to pay in cash or a certified cheque.
- f. **Income Tax Receipts**-An income tax receipt will be issued to each family, reflecting the fees paid from January 1st to December 31st of each calendar year. Tax receipts will be distributed by the childcare centre office by the end of February. Childcare fees are tax deductible, additional fees such as trip fees or non-service-related fees are not tax deductible.
- g. **Overdue Accounts**- Accounts in arrears by more than two weeks may be given notice of termination of service
- h. **Overpayments**-An overpayment of fees is applied to future fees owing and is NOT refunded unless a child leaves the childcare centre or changes status to full subsidy.
- i. **Fees**- Are subject to the CWELCC program introduced as of April 1, 2022 and is subject to ongoing changes. Parents will be advised of these changes as they occur.
- j. **Late Pick Up Fees**- A late fee of \$15.00 for every 5 minutes beyond 5:30 p.m. must be paid directly to the childcare centre office on child's next scheduled day. Late fees must be paid separate from childcare fees.

2. CHILDCARE SUPPORT SERVICES

The childcare subsidy office determines eligibility of support. Parents can call (905) 546-4870 to apply. Families awaiting approval can start receiving childcare with the understanding that full fees are due until approval is received.

3. USER FEE

Families receiving childcare subsidy with a user fee as established by childcare support services are required to pay that fee directly to the childcare centre. Parents are to inform the childcare centre of any changes to their daily contribution. User fees are due for each scheduled day, this includes when children are sick, on vacation, absent and for all statutory holidays. Children are allowed a set number of absences; you are responsible for fees incurred beyond these limits.

4. RENEWAL APPOINTMENTS

Parents receiving subsidy are responsible to maintain their contract with the City of Hamilton, including expiry/renewal date. Please call the Day Care Subsidy Office to schedule appointments at least one month prior to the expiry date. Any break in service is not covered by the City of Hamilton and must be paid for by the family.

E. GENERAL INFORMATION

1. NUTRITION

A nutritious hot lunch is served to the children each day from 11 a.m.-12 p.m. The menu is planned and prepared by the cook in consultation with the childcare centre Director/Supervisor according to Canada's Food Guide and Child Care and Early Year's Act. Changes to menu will be posted at the front door as well as documented in the daily journal.

A four-week rotational menu fall/winter and spring/summer is posted on the parent information board at the entrance of the childcare centre as well as in each classroom.

While outside food is discouraged from entering the childcare centre, special dietary needs will be considered and must be discussed with the Director/Supervisor upon enrollment. Any alternative/supplementary food provided by the parents must be clearly labelled with child's name, date, ingredients, and classroom. Food provided by parents should be free of known allergens, nutritious and align with Canada's Food Guide. The Individualized Plan for a Child with Medical Needs is required to be filled out for such occasions.

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The children are served a morning snack between 8:00 a.m. and 8:30 a.m. each day. The morning snack is not intended to replace breakfast as it is assumed that most children will have had something to eat before arriving. The children receive 2% milk with both their morning snack and lunch. An afternoon snack is served to the children between 3:00 p.m. – 3:30 p.m. and this snack is served with water.

Recognition of all birthdays in each classroom will be celebrated on the last Wednesday of each month. In lieu of the day's planned p.m. snack, cupcakes and fresh fruit will be provided. No outside cakes, treats or desserts are permitted for your child's birthday due to many allergies and food restrictions.

2. ALLERGIES

Upon enrollment families are asked to identify any allergies/intolerances, food restrictions or special dietary requirements your child may have. It is important to identify food items that your child is not permitted to have. This information is reviewed by the cook and all classroom teachers.

Please note that “**PARAMOUNT FAMILY CENTRE is a “Peanut Safe Zone”**”, no nuts or products that may contain nuts, are permitted to enter the premises. Individualized Plan and Emergency Procedures for a Child with an Anaphylactic Allergy or Individualized Plan for a Child with Medical Needs form will be posted in each classroom and food prep/serving area. See NUTRITION regarding alternative/supplementary food.

3. LOST & FOUND

All personal items must be labelled, please speak to your child's teacher to assist you in locating any lost items.

4. SAFE ARRIVAL & DEPARTURE OF CHILDREN

- It is recommended that you establish fixed hours to drop off and pick up your child and not leave your child at the childcare centre for an excessively long period; a maximum of 9 hours.
- Parents must connect with the staff upon the child's arrival and departure time as these are recorded daily. To ensure maximum participation of a full program, children are expected to be dropped off no later than 9:00 a.m. Absences or late arrival due to an appointment are required to be promptly communicated to the childcare centre, Paramount Family staff will follow up with children who have not arrived on their scheduled day by 9:15 a.m.
- **Parking is not permitted in front of the building**; parking spots are available. **Please do not let car idol or leave young children unattended in the car unsupervised at any time.** Proper use of car seats and seatbelts is required, inappropriate use will be reported to authorities.

5. DAILY ROUTINES

The daily program provides a balance of quiet and active, age-appropriate activities which include indoor/outdoor play time as well as classroom free play time that includes music, art, drama, science discovery, and educator led activities/provocations, group gathering time, etc. Children play outside for at least 2 hours every day weather permitting. Care routines such as mealtimes, toileting, resting, and dressing are an important part of the child's developing skills and are practiced each day as a part of the daily routine.

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6. TRIPS

Throughout the year trips to special places of interest may be planned. Parents are encouraged to volunteer with their child on trip days. Volunteers helping with a group of children are required to provide a current vulnerable sector check. A notice will be sent home in advance of an excursion to inform you of the date, time, and destination, and will also include a permission form to be signed and returned. In some circumstances, there may be an additional trip fee. If you are not comfortable with your child attending a trip for any reason, parents must make other arrangements for their child on that day.

7. DIAPERING

A supply of diapers/pull ups is required to be on hand for children who wear them. We strongly urge you to provide easy open training pants (pull-ups) for use at childcare. Reminders will be sent via Lillio to replenish supply as needed. Diapering procedure instructions are posted in all diapering areas following Hamilton Public Health Guidelines. Toileting for toddler children is recorded on Lillio detailing the number of wet and soiled diapers throughout the day. Should your child require over the counter diaper rash cream authorization can be made on the registration form. If your child requires a prescribed medication, the Authorization for Drug/Medication Administration form needs to be completed.

8. TOILETING

Children in small groups participate in the washroom routine throughout the day and individually as needed. Proper handwashing and self-help skills are practiced and encouraged.

Parents and PFC staff are required to discuss if signs of readiness have been observed and agree that underwear is the next step to successful toileting. Parents are asked to review the toileting package to prior to discussing readiness with the classroom Educators.

Please **do not send** your child in underwear without this discussion taking place. Toileting resources and information is available for parents considering this next step.

9. FIRE DRILLS

The childcare centre has a written and posted procedures for FIRE DRILLS that has been approved by the local Fire Department. Every staff member is familiar with this procedure and each room has specific instructions for directing the children safely out of the building. These procedures are posted in each classroom and fire drills are practiced monthly.

10. EMERGENCY MANAGEMENT PROCEDURE

In case of an emergency that makes the premises unsafe, the children will be evacuated from the building to the emergency location, Paramount Place located at 2 Mistywood Dr. at the corner of Mistywood Dr. and Paramount Dr. All parents and guardians will be notified by Lillio app, phone or email and instructed as to how to proceed. Please do not come to the childcare centre if emergency vehicles are present.

11. SECURITY SYSTEM

A punch key security pad system is located at the childcare centre front and back door for the safety of all children and staff. Families are given a code that is to be kept confidential. When sending an alternate pick up for your child, have them ring the doorbell or call the centre at pick up time to notify us of their arrival, photo I.D. will be checked.

Please do not share the code with your child or have your child punch in the code.

Security cameras are also in place at the front and back doors.

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12. PARENT ISSUES AND CONCERNS

To ensure issues/concerns are heard and resolved in a timely manner, parents are encouraged to speak directly to the child’s educators for a timely resolution. If it cannot be resolved immediately, parents can speak with the Director/Supervisor to meet or discuss a timeline of an expected response. Parent relations are discussed at Board of Director meetings, any unresolved issues/concerns can be presented to the Board of Directors by letter if unresolved. For further details please see appendix A on page 19-20 of the program handbook.

13. NEWSLETTER

A seasonal newsletter is prepared to view on the website. Parents are encouraged to read the newsletter so that you stay up to date with what is happening at the centre.

14. THE ROLE OF THE PARENT IN THE PROGRAM

- Parents of preschool and toddler children are required to accompany their child for scheduled play visits prior to their start date.
- Parents will ensure that communication of pertinent information is shared with childcare centre staff.
- Parents are encouraged to come into the classroom to view documentation and observations of children in the program and read the newsletter to keep informed on childcare centre activities.
- Parents are invited to volunteer in class field trips.
- Materials and skills for sharing that are associated with the current classroom happenings are welcomed.
- Parents are encouraged to participate in special events throughout the year such as Christmas Open House, Mother’s Day/Father’s Day Get-together, Paramount Drive Alliance Church Events, etc.

15. BEHAVIOUR GUIDANCE- TODDLER AND PRESCHOOL CHILDREN

Any person involved with the children shall read and agree to follow the behaviour management guidelines and prohibited practices prior to commencing work. Community Partners, Support Personnel, Volunteers, and students are not permitted to be alone with a child at any time and must be supervised by an employee when interacting with children.

The classroom educators will use redirection in a positive and consistent manner, strengthening desired behaviour using a calm supporting voice. The educator will model appropriate behaviour while engaging with children throughout the day taking advantage of valuable learning opportunities as they naturally occur to make connections. Self-regulation is important for all children to develop. Educators will work with children to identify feelings, communicate these emotions and ideas, advocate for fairness and provide opportunities and resources for calming down before trying again.

Educators will:

Encourage the child to resolve conflicts with verbal communication and aid him/her with the necessary words and tools to use as needed.

- a) Allow the child to express his/her feelings and let the child know that you understand.
- b) Redirect the child to another activity. Should the undesired behaviour continue, the child may be redirected from the situation to a quiet area for self-regulation while supervised.
- c) Have a discussion with the child about the situation, their feelings, and possible solutions.
- d) Have the child try again after the discussion has taken place.

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Educators will use natural consequences that are logical, reasonable, immediate, and consistent. Removal of toys will occur if safety is at risk and presented as a natural consequence for the undesired behaviour. Limits of activities will be clearly outlined to the children and repeated if necessary.

To clarify the expectations and rights of school-aged children, their parents, and the centre staff, parents are required to read and discuss with their child the Behaviour Code of Conduct as follows,

CHILDREN HAVE THE RIGHT TO:

- ❖ Feel free and secure from physical and verbal harassment
- ❖ Be guided and treated in a fair and consistent manner
- ❖ Be provided with a clean and pleasant environment
- ❖ Be given clear direction regarding the limits of the play area and routine

IT IS EXPECTED THE CHILD (REN) WILL:

- ❖ Meet a Paramount Family Staff Member at the designated meeting area as discussed with the group
- ❖ Always remain in eyesight of the childcare staff while in our care
- ❖ Participate in activities to the best of their abilities and ask for help when it is needed
- ❖ Respect the rights, feelings, and property of others
- ❖ Refrain from using inappropriate language
- ❖ Be responsible to replace or repair any item they deliberately damage, whether belonging to the childcare centre or another child
- ❖ For school aged children follow the centre's rules and regulations and set a good example

PARENTS HAVE THE RIGHT TO:

- ❖ Be informed about their child's participation in the program
- ❖ Expect the program to be conducted in an orderly manner
- ❖ Expect the staff to approach children with respect, kindness, and patience
- ❖ Be provided with a program that considers the individual/group needs/interests of the children in a Christian setting

IT IS EXPECTED THAT PARENTS WILL:

- ❖ Notify the childcare centre with any changes to the child (ren)'s daily routine in a timely manner. Ensure Staff are aware of the child(ren)'s arrival and departure from the childcare centre.
- ❖ Communicate with the childcare staff regarding their child(ren)
- ❖ Support and co-operate with the childcare staff in situations where there is a concern about the child(ren)'s behaviour

STAFF HAVE THE RIGHT TO:

- ❖ Expect the child(ren) to behave in a co-operative and positive manner
- ❖ Be spoken to in a respectful manner
- ❖ To be safe from any physical harm

IT IS EXPECTED THAT THE STAFF WILL:

- ❖ Prepare interesting and effective activities for the children
- ❖ Treat children as individuals and attempt to meet their needs in a fair and consistent manner
- ❖ Provide a pleasant and friendly environment for the children and parents
- ❖ Respect privacy and confidentiality
- ❖ Set a good example for the children
- ❖ Be responsible for the physical care and safety of each child

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When infractions of the agreement occur, disciplinary actions will be implemented and may include the following depending on the severity and frequency of the occurrence:

- ❖ Discussion and/or reminder with staff and children regarding the behaviour code of conduct
- ❖ Redirection to a quiet area from the activity
- ❖ Discussion of the problem between staff and parents
- ❖ Discussion of the problem with the childcare staff and management
- ❖ Temporary or permanent removal from the program, PD Days, Camp or Trip Days

Please note that fees, regardless of funding source are the responsibility of the parent during the term of a removal, as outlined in the parent fee contract.

16. STAFF IN OUR CENTRE WILL:

- NOT use harsh or degrading disciplinary measures which would humiliate or undermine the child’s self-respect nor verbally tease a child,
- NOT punish or reprimand a child for failure to use the toilet; or fall asleep at rest time; or refuse to eat or drink.

Prohibited practices continued as set out in Section 48 Child Care and Early Years Act, 2014.

- Not use corporal punishment on the child,
- Not use physical restraint of the child, such as confining the child to a highchair, 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.
- Not lock the exits of the childcare centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision,
- Not 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,
- Not deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- Not inflict any bodily harm on children including making children eat or drink against their will.

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Appendix A

Parental Concern Policy

Intent:

Parents/guardians are encouraged to take an active role in Paramount Family Centre and regularly discuss what their children are experiencing in our programs. As supported by our Program Statement, we support positive and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff is available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Paramount Family Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Scope:

All staff, resource teachers, support staff, students, and volunteers of Paramount Family Centre.

Procedure:

To ensure that parental concerns are heard and satisfactorily resolved, the following protocols are to take place, Parents are to express concern(s) directly to the teacher.

Teacher will attempt to resolve it if possible. If no resolution is made, or there is a need to escalate concern, the PFC Director/Supervisor will communicate directly with the parent.

Parents will be called by the PFC Director/Supervisor to hear the concern and to communicate the timeline for resolution. Depending on the circumstances, items of concern will be handled within 1 business day or as quickly as possible.

Teacher will communicate concern(s) to the PFC Director/Supervisor outlining concern(s) and steps taken to resolve. This may be done at the time of the incident and discussed at monthly Team meetings and may be brought forward at a Staff Meeting for discussion.

Confidentiality of parties involved will be maintained as much as possible.

Any concern(s) from parents are communicated to the PFC Board of Directors by way of Director's Report at their next scheduled meeting.

If

(a) resolution is not met in a timely manner, and

(b) parent is not satisfied with the outcome suggested by the teacher, and

(c) the parent is not satisfied with the input given by PFC Director/Supervisor, and

(d) would like to escalate their concern, it will then be brought forward by way of a letter to the PFC Board of Directors through the PFC Director at the next PFC Board of Directors' meeting.

The PFC Board of Directors will aid in the resolution of the problem by offering suggestions and input from its members. If needed, the Chairman of the PFC Board of Directors will communicate directly with the parents.

Approved by PFC Board of Directors May 22, 2017

Revised November 4/ 2021

Continued on page 20...

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Appendix A continued Parental Concerns Procedures

Nature of Issue or Concern	Steps for Parent/Guardian to Report Issue/Concern:	Steps for Staff/PFC Director/Supervisor/Licensee in responding to issue/concern:
Program/Room related For example, schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, and so on.	Raise the issue or concern to: <ul style="list-style-type: none"> the classroom staff directly, or the PFC Director/Supervisor/Licensee. 	<ul style="list-style-type: none"> address the issue/concern at the time it is raised, or arrange for a meeting with the parent/guardian within 1 business day. document the issues/ concerns in detail.
General, Centre/Operations Related For example, childcare fees, hours of operation, staffing, waitlists, menus, and so on.	Raise the issue or concern to: <ul style="list-style-type: none"> the PFC Director/Supervisor/Licensee. 	Documentation should include: <ul style="list-style-type: none"> the date and time the issue/concern was received, the name of the person who received the issue/concern, the name of the person reporting the issue/concern, the details of the issue/concern, and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff/Licensee Related	Raise the issue or concern to: <ul style="list-style-type: none"> the individual directly, or the PFC Director/Supervisor/Licensee. <p>All issues or concerns about the conduct of staff, duty of parents, and so on that puts a child’s health, safety, and well-being at risk should be reported to the PFC Director/Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student/Volunteer Related	Raise the issue or concern to: <ul style="list-style-type: none"> the staff responsible for supervising the volunteer or student, or the PFC Director/Supervisor/Licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety, and well-being at risk should be reported to the PFC Director/Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardians(s) who raised the issue/concern.</p> <p>Report any issues or concerns regarding students to appropriate school or college authority.</p>

Escalations of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern in writing to the PFC Board of Directors through the PFC Director.

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

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

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Appendix B

Waiting List Policy and Procedures

Purpose:

Paramount Family Centre strives to meet the needs of the community by offering full and part-time spots for childcare. We aim to offer care in a fair and transparent process.

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

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

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

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

Policy

General:

- Paramount Family Centre will strive to accommodate all requests for care.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements:

Waitlist is managed by the Supervisor.

Procedures:

Receiving a request to place a child on the waiting list.

1. The Supervisor or designate will receive parental requests by completing a Waitlist Application form.
2. Once a Waitlist Application form is completed, the Supervisor or designate will place the child on the waiting list in chronological order, based on the date and time that the request was received.
3. Once a child has been placed on the waiting list, the Supervisor or designate will inform parents of their child's position on the list.

Determining placement priority when a space becomes available.

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, and children of staff.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability, suitability, and the chronological order in which the child was placed on the waiting list.

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Offering an available space.

3. Parents/Guardians of children on the waiting list will be notified via phone call or email that a space has become available in their requested program.
4. Parents/Guardians will be provided a timeframe of 5 business days in which a response is required.
5. Where a parent has not responded within the given timeframe, the Supervisor or designate will contact the parents/guardians of the next child on the waiting list to offer them the space.

Responding to parents who inquire about their child’s placement on the waiting list.

1. The Supervisor will be the contact person for parents/guardians who wish to inquire about the status of their child’s place on the waiting list.
2. The Supervisor will respond to parent/guardian inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining privacy and confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

If Paramount Family Centre is unable to reach parents (either the timeframe has expired, or Paramount Family Centre is unable to connect) their name will be removed. If a parent contacts Paramount Family Centre after the timeline and still requires care they may be placed back in the waitlist binder. The dates and times of attempts of contact will be noted.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the childcare centre.

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

Date policy and procedures established: February 1997

Date policy and procedures revised: October 2003, July 26 2017, April 16 2019

4.24 Safe Arrival and Dismissal Policy

Date Policy Established:	Replaces: Practices For Releasing a Child And Late Pick Up Procedures and Policy and Procedure for Impaired Persons Arriving at the Centre to Pick Up as Child January, 2024
Date Approved by Board:	
Date Policy Procedure Updated:	June, 2024

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

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

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

Policy

General

- Paramount Family Centre will ensure that any child receiving childcare at the childcare centre is accounted for on their scheduled days and only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Children may only be released to authorized individuals from the pick-up list on registration form, this may include older siblings who are at least 13 years of age.
- Paramount Family Centre will only dismiss children into the care of their parent/guardian or another authorized individual. Paramount Family Centre staff will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Policy and Procedure for Impaired Persons Arriving at the Centre to Pick Up a Child

If a staff person believes the individual is impaired, he/she will look for other signs or symptoms of substance abuse. These can include:

- smell of alcohol on individual's breath,
- pupils too large or too small,
- glossy and/or red eyes,
- slurred speech, and/or
- wavering when standing.

If any of these signs/symptoms are present, the staff member will follow this procedure:

1. Inform the individual they cannot remove the child from the premises based on our policy.
2. Try to persuade the individual to call a parent or emergency contact person to pick them up (staff may make this call).
3. If unsuccessful, ask the individual to call a cab. (Pay for the cab out of petty cash or reimburse staff who paid for the cab.)
4. The child will remain at Paramount Family Centre at all times until alternate arrangements can be made.

If the individual is uncooperative, attempts to leave the daycare, or decides to walk or drive home with the child, the staff member will:

- Tell the individual you will be contacting the police.
- Immediately call 911.
- Tell dispatch the details about the situation and that you require immediate assistance.
- Staff can ask for assistance from parents that are arriving at Paramount Family Centre.
- Follow with a “Serious Occurrence Procedure” (pp. 14–17).

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

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

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Off-site: A location other than the child-care centre where transitions or programming takes place (ie. a park, a school, a trip location)

Transition: Movement from one location to another, either on foot (ie. walking) or in a vehicle (ie. a bus ride to and from a trip).

Safe Location: A place free from moving vehicles or crowds where staff members can safely transfer responsibility for a child to their parent or guardian. A sidewalk, parking lot, side of the road, location with restricted visibility or too many distractions is not considered a safe location.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child’s evening/morning has been and if there are any changes to the child’s pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child’s parent/guardians will be picking up, the staff must confirm that the person is listed on registration form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the Paramount Family Centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - commence contacting the child's parent/guardian no later than 9:00 a.m. Staff shall send message via program's communication app Lillio or call parent, staff must contact at least once and leave a message.
 - If staff are not able to reach any of the above to confirm the child's absence from care, staff must inform Supervisor/Director to continue to attempt to confirm absence.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that Paramount Family Centre staff may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written/phone call/electronic authorization.

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

1. 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 staff shall proceed with contacting parent/guardian after 30 minutes of said time, the program staff shall contact the parent/guardian by phone call, Lillio message, or email and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:35 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals listed on the child's file at 5:45 p.m.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 p.m. the staff shall proceed with contacting the local Children's Aid Societies (CAS) after hours number 905-522-8053 Staff shall follow the CAS's direction with respect to next steps.

5.

Dismissing a child from care without supervision procedures

Paramount Family Centre staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Dismissing a child from care when off-site

Paramount Family Centre staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Where a child is picked up from another child-care provider

1. Where a child is released to Paramount Family Centre from another care provider (ex. School-age children after dismissal from school), the staff member who assumes supervision for the child will follow procedures for releasing child from care.

Where a child is in transition from one location to another.

1. Where a child is in transition from one location to another and under the supervision of Paramount Family center, they can only be released when in a safe location (for example, a parking lot) but may not be released while transitioning.
 - a. a sidewalk or road is not considered a safe location.

Regulatory Requirements: Ontario Regulation 137/15