



# Parent Handbook

for 2026-2027

If you have questions, please direct them to  
[info@carpcooperativenurseryschool.com](mailto:info@carpcooperativenurseryschool.com)

## Table of Contents

Our Program	5
Licensing	5
Program Statement	5
Program Goals	6
2026/2027 Program	8
Important Dates	8
Hours Operation	8
Statutory Holidays	8
Our Teachers	8
Professional Development	8
Daily Routine	9
Registration	10
Registration for Current Year (2026/2027)	10
Registration for Upcoming Year (2027/2028)	10
Required Forms and Documents	10
Fees	11
Payment	11
Grants	11
Withdrawal Fees	11
Canada-Wide Early Learning and Child Care (CWELCC)	12
Waitlist	12
Student Success	13
First Day of School	13
Setting Up for Success:	13
Labelling Belongings	13
Drop-Off	13
Pick-Up	14
Snack Time	14
IEPs/ ISPs	15
Field Trips	15
Conflicts of Interest	15
Conduct	15
Communication	16
Daily Communication	16
Pictures	16
Monthly Newsletter	16
Attendance	17
Sickness	17
Lateness and Absences	17

Vacations	17
School Closures	17
Health and Safety	19
Medication Administration	19
Allergies	19
Toy and Equipment Cleaning	19
Washing Hands	19
Playground Safety	20
Behaviour Management	20
Serious Occurrences	20
Duty to Report	20
Fire Safety	20
Emergency Management	20
Confidentiality	20
Compliance with Policies	21
Parent Participation	22
Questions or Concerns	23
Appendix A: Program Statement Implementation Policy	24
Appendix B: Staff Development and Training Policy	25
Appendix C: Police Reference Check – Vulnerable Sector Policy	26
Appendix D: Safe Arrival and Dismissal Policy	28
Appendix E: Diapering Policy	31
Appendix F: Individualized Education Plan (IEP)/ Individualized Service Plan (ISP) Policy	32
Appendix G: Code of Conduct to Protect Children	34
Appendix H: Health Policy	37
Appendix I: COVID Policy	39
Appendix J: Drug and Medication Administration Policy	42
Appendix K: Allergy and Anaphylaxis Policy	49
Appendix L: Playground Safety Policy	53
Appendix M: Behaviour Management Policy	55
Appendix N: Serious Occurrences Policy	57
Appendix O: Fire Safety Plan	59
Appendix P: Emergency Management Policy	61
Appendix Q: Monitoring Compliance and Contraventions	73
Appendix R: Supervision of Volunteers and Students Policy	74
Appendix S: Parent Issues and Concerns Policy	75

## **Our Program**

Carp Co-operative Nursery School is a place where children ages 2.5 to 4 can broaden their social, emotional, physical and intellectual growth through teacher directed and self-directed learning. The school is a safe space for children to develop alongside others their own age while enjoying a wide variety of play and learning materials. Our program offers an atmosphere where children can experiment, be free and spontaneous, and where they can take pride in their own accomplishments and learn to trust friendly, helpful adults.

As a co-op, parent participation is a foundational part of our school. Our community of families work inside and outside the classroom to ensure that CCNS is a wonderful place to learn and grow.

### **Licensing**

Our nursery school is licensed under the Child Care and Early Years Act of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and undergoes an annual licensing review process. We are required to meet all regulations of the Child Care and Early Years Act, as well as Health, Safety and Fire regulations dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality and compliance with the Child Care and Early Years Act. The License and Summary of License are posted in the nursery school for your information. We are currently enrolled in the CWELCC program and are following the guidelines for fee reductions.

### **Program Statement**

At the Carp Cooperative Nursery School, we believe that all children are competent, capable and rich in potential and that they have the right to quality early childhood education. We believe in the importance of working collaboratively with parents in the school setting to promote the social, physical, emotional, and intellectual development of children. We provide a nurturing, play-based environment where children learn both through teacher supported and child-initiated experiences. Our program is based on the document "How Does Learning Happen?" and is consistent with the Ministry policy on programming and pedagogy.

The Carp Cooperative Nursery School is an inclusive environment where all children thrive regardless of ability, culture, gender, interest, learning style or experience. Everyone feels included and appreciated.

## Program Goals

Our goals are based on the foundations of belonging, well-being, engagement, and expression.

**Goal #1:** Every child has a sense of belonging. This occurs when they feel connected to others and contribute to their world. Our program cultivates real, caring relationships and connections that create a sense of belonging with other children, adults and the world around them.

### Approach and Implementation:

- responding to each child's physical and emotional state in a warm and caring manner.
- planning for smooth transitions both in the daily routine and from home.
- finding opportunities for one-on-one interactions.
- talking with the child's family, observing and documenting each child's unique characteristics.
- creating opportunities that allow the child to explore, wonder about, care for and make connections to the natural environment.
- communicating with families using such means as email updates, Facebook, newsletters, etc, so they can connect to their child's experiences.
- developing policies and a classroom environment that support inclusion and a sense of belonging for all children.

**Goal#2:** Every child develops a sense of self, health and well-being. Our program helps nurture the child's healthy development and their growing sense of self.

### Approach and Implementation:

- providing nutritious food and beverages that are based on Canada's Food Guide and that take into account family and cultural preferences.
- having a positive eating environment.
- providing children with opportunities for physical activity while responding to their individual need for rest and quiet time.
- helping the child practice self-help and self-care skills based on their capabilities.
- creating safe yet stimulating and challenging outdoor spaces that allow a child to test their limits and gain competence.
- supporting the child's developing ability to self-regulate (emotionally, biologically, cognitively, socially and through communication).
- helping families make connections to formal and informal supports in instances where they may be experiencing stressful or challenging circumstances.

**Goal #3:** Every child is an active and engaged learner who explores the world with body, mind, and senses. Our program provides children with environments and experiences that encourage them to be active and creative and to participate in meaningful exploration.

**Approach and Implementation:**

- extending the boundaries of learning by providing indoor and outdoor environments and experiences that spark curiosity, invite investigation and are challenging.
- provide interesting objects and open-ended materials for children to explore with their senses.
- plan the daily routine so there is enough time for children to engage in sustained, complex play and inquiry.
- provide spaces and experiences that promote play and inquiry that encourage children to discover and develop awareness and understanding of key concepts such as numeracy and literacy.
- documenting and making children’s thinking, learning and achievements visible to children, families and others.
- reflecting on our theories/strategies and seeking new ideas to keep children active and engaged.

**Goal #4:** Every child is a capable communicator who expresses themselves in many ways. As an early childhood program, we encourage communication and expression in all forms. Allowing children to initiate conversation fosters children’s language and social skills as well as their cognitive abilities and sense of connection.

**Approach and Implementation:**

- responding to children’s different cues and communication and engaging them in an authentic and reciprocal manner.
- helping children listen to and express themselves to one another.
- including literacy and language in the daily experiences.
- working with families and our community to support and enrich language development within the framework of different cultures.
- engaging and cultivating children’s connections with stories and books in a variety of contexts that encourage conversation, spark ideas and connect with cultural traditions.
- provide time, space and creative materials (that incorporate social and cultural backgrounds), to encourage expression in children.
- as an Early Childhood Educator, reflecting continuously on and improving our own communication strategies and techniques.

The staff and volunteers of the CCNS will ensure that the approaches set out in this program statement will be implemented to the best of their abilities in the daily operation of the school. Our program statement will be reviewed annually by regular staff as well as any new staff, students or volunteers as necessary, as per our [Program Statement Implementation Policy \(Appendix A\)](#). Furthermore, the impact, on the children and families, of the strategies and procedures set out in this program statement will be documented and reviewed.

## 2026/2027 Program

### Important Dates

Fall Parent Orientation Night:	Wednesday, September 2nd, 2026
First Day of Fall/Winter Program:	Tuesday, September 8th , 2026
Holiday Craft and Bake Sale Fundraiser:	Saturday of Carp Christmas Market
Winter break:	December 21st, 2026 – January 1st, 2027
March break:	March 15th – 19th, 2027
Spring Yard Sale Fundraiser:	Opening Day of Carp Market
Last Day of Fall/Winter Program:	Wednesday, June 16th, 2027
End of year celebration at Fitzroy Provincial Park	Thursday, June 17th, 2027
Rain date for end of year celebration (school is closed)	Friday, June 18th, 2027
First Day of Summer Program:	Monday, July 5th, 2027
Last Day of Summer Program:	Friday, August 27th, 2027

### Hours Operation

The nursery school program runs from 9:00am to 11:30am from Monday to Friday.

### Statutory Holidays

The nursery school is closed on the following Statutory Holidays: Christmas Break (same days as on Ottawa School boards), Family Day, March Break (same days as on the Ottawa School Boards), Good Friday, Easter Monday, Victoria Day, Labour Day, and Thanksgiving,

### Our Teachers

Our program is run by an Early Childhood Educator (ECE) and a Teacher Assistant each day. Our caring and qualified educators are committed to providing a nurturing, stimulating and safe environment. They are certified in First Aid and Standard CPR.

- Gabrielle (Gaby) Brune teaches Mondays, Wednesdays and Fridays.
- Tess MacMillan teaches Tuesdays and Thursdays.
- Anne McGinn (teacher assistant) supports the program Mondays, Wednesdays and Fridays
- Tamara Kramer (teacher assistant) supports the program Tuesdays and Thursdays

### Professional Development

Our staff is encouraged and supported in continuous learning opportunities. As Early Childhood Educators, we are constantly seeking creative, new ideas and strategies to keep children actively engaged, as per our [Staff Development and Training Policy \(Appendix B\)](#).

## Daily Routine

9:00 – 9:15am	Arrival	Children are encouraged to find their cubby, take off their outdoor wear and switch to indoor shoes independently
9:00-10:00am	Free Play	This is an opportunity to explore different activity areas at their own pace including arts, crafts, science activities, the sensory station, tabletop toys, quiet time/books, dramatic play and/or the gross motor and big block area.
10:00-10:05am	Tidy Up	All children are encouraged to tidy up.
10:05-10:25am	Circle Time	The group comes together to enjoy stories, songs, games, discussion, dance and many spontaneous events. This is a time for everyone to come together to share ideas and for the children to learn to be responsive group members. During this time, all children are encouraged to stay in the circle area for supervision purposes but are welcome to just listen.
10:25-10:30am	Hand Washing	All the children wash their hands before snack time.
10:30-10:45	Snack	Students wash their hands then gather to enjoy their snacks together. Parents are encouraged to send in a snack from home, however snacks can be provided by the nursery school if preferred. Please also send in a water bottle or a cup for your child and we will provide them with water.
10:45-11:00am	Bathroom	This time is set aside for the children who are toilet trained to take turns using the washroom. The diaper routine also happens at this time or as needed.
10:50-11:10am	Dressing for Outdoors	This is a great opportunity for students to practice putting their outdoor clothes on independently, depending on the season. This is also an opportunity for students to practice getting into line and waiting patiently as a group.
11:00-11:30am	Outdoor Play	Children play in our enclosed grass-filled area complete with a hill, a large sand area, and a variety of toys, shovels, buckets, riding toys, tricycles etc.
11:30am	Pick-Up	Parents pick their children up from the yard and students are encouraged to help tidy up the toys and say goodbye to their friends before leaving.

## Registration

### Registration for Current Year (2026/2027)

Registration for the current year’s program remains open as long as there are spaces available. If there are no spaces available, children will be placed on a waitlist (see below) and will be invited to join our program on a first come, first served basis as spots become available.

### Registration for Upcoming Year (2027/2028)

Registration for the upcoming year’s program opens around the beginning of March (for the July-start summer program and for the following September program). At the beginning of March, families who are currently enrolled in the program will be given the first opportunity to enroll for an upcoming program. Current families are given two weeks to register before registration opens to the public (if spaces are still available). Preschool-aged students will be accepted into the program on a first come, first served basis.

### Required Forms and Documents

Before a child begins, the following forms/documents must be submitted:

1	Registration Forms	The registration forms collect information that will help us get to know your child and provide them with the best possible learning experience at our school.
2	Pre-authorized Payment Plan Form	Tuition fees will automatically be withdrawn on the 1st of every month. The \$25 registration fee and \$45 activity will automatically be withdrawn before September 1st. Please note that we can no longer accept cash or cheques for the registration or activity fee.
3	Void cheque	A void cheque must be provided for the account for which you wish funds to be withdrawn from.
4	Child’s Immunization Form	Children attending licensed childcare facilities in Ontario must be immunized as required by the Day Nurseries Act. Please complete the Immunization Form and return it to the school along with a copy of your child's immunization record that shows a record of <a href="#">these required immunizations</a> .
5	Child’s Immunization Record	In addition to the form above, we require a record of your child’s immunizations (i.e. yellow book).

6	Police Record Check – Vulnerable Sector	All parents/guardians who will be volunteering in the classroom must provide an Ottawa Police Service Vulnerable Sector Check. The Registrar will provide new parents with a personalized letter that will allow them to request a police check at no charge. The most convenient way to <a href="#">request a police check is online</a> . For more information, Review our <a href="#">Police Record Check – Vulnerable Sector Policy and Procedure in Appendix C</a> .
7	Proof of Immunization for Parents/Guardians	The Ministry of Education requires all parents/guardians who will be volunteering at the school (i.e. doing duty) to provide a record of their immunizations to volunteer at the school. Please provide proof of the following immunizations: Tdap (Tetanus, Diphtheria, and Pertussis) and Td (Tetanus and Diphtheria), MMR (Measles, Mumps and Rubella) and Varicella (chickenpox). If you are unable to obtain a record of these immunizations, bloodwork can be done to show proof of immunity.

**Fees**

Base Fees (e.g. mandatory fees for each child) include the tuition fee (listed below) as well as a \$25 registration fee and a \$45 activity fee (each charged once at the beginning of the school year).

Tuition fees for our Fall/Winter 2026-2027 are as follows:

- 5-day Morning Program (Monday to Friday, 9:00-11:30am) = \$240 per month
- 3-day Morning Program (Mondays, Wednesdays and Fridays, 9:00am-11:30am) = \$144 per month
- 2-day Morning Program (Tuesdays and Thursdays, 9:00am-11:30am) \$96 per month
- 2-day Morning Program (2 of Monday, Wednesday, or Friday, circle choice) = \$96 per month
- 1-day morning Program (1 of Monday, Wednesday, or Friday, circle choice) = \$48 per month

**Payment**

Payment will be withdrawn on the 1<sup>st</sup> of each month through automatic bank withdraw (using the information submitted on the Pre-authorized Debit Plan form, available on the Family Portal). Monthly invoices will be provided via email.

**Grants**

It is possible for the Nursery School to apply for a grant for a family who is unable to pay class fees. Applications for grants need to be submitted at the beginning of the school year. Please discuss this with the teacher or a member of the executive as soon as possible. **Note:** All grant applications are confidential.

**Withdrawal Fees**

If you choose to withdraw your child from the program, the registration fee is non-refundable and the activity fee is non-refundable once classes have begun. **A minimum of 30 days notice is required for all withdrawals** from the school during the Fall/Winter school session. To withdraw a child from classes before school begins, the school must be notified by August **1st** or one month's tuition will be non-refundable. Preferably withdrawals and new enrolments will occur at the first of the month.

### **Canada-Wide Early Learning and Child Care (CWELCC)**

The CWELCC system is a provincial government initiative that provides funding to participating licensed child care programs with the goal of reduce fees for child care services for children under the age of 6. More information about the CWELCC system can be found [here](#).

Carp Cooperative Nursery School has opted into the CWELCC system and is able to offer reduced fees as a result. Changes to our fees because of updates to CWELCC will be communicated to families as they become available.

### **Waitlist**

A waitlist will be created when our program is at full enrollment. Potential students will be placed on the waitlist on a first come, first served basis, based on the date of request (with possible exceptions for families who are currently registered and want to add additional days).

When a spot becomes available, the parent/guardian(s) of the preschool-aged child who is first on the waitlist will be contacted. The family will be given 72 hours to accept or decline the offer of enrollment for their child. If no definitive response is given within this time frame, the registrar will move on to the next applicant. Notes will be made on date and time of contact, if the parent was reached, a message left on voicemail or email sent.

Families can inquire about their position on our waitlist and information will be provided in a way that maintains the confidentiality of everyone on the wait list.

In addition, the Carp Cooperative Nursery School is currently one of the childcare facilities listed in the City of Ottawa Child Care Registry and Waitlist. Our policy reflects the Ministry of Education Regulations (Ontario Regulation 137/15). Parents can have their child's status on the wait list shared when requested yet personal information will be protected as required. There is no fee associated with the Childcare Wait list. The website is a follows: [www.onehsn.com](http://www.onehsn.com)

## Student Success

### First Day of School

The first day of nursery school is an important day! For many children, it's their first time attending a childcare program. To make this transition as easy as possible for your child (and yourself), we recommend keeping your goodbyes short and sweet. Be honest with your child; tell them that you are leaving and will be back at lunchtime to pick them up. Our teachers will ensure that your child feels safe and welcome and will support them through this transition with patience and kindness.

### Setting Up for Success:

To set your child up for success:

- Dress them in clothing that is designed for fun and easy for them to handle independently during bathroom time. You can expect messy play most days so clothes may get dirty.
- Bring their belongings to and from school each day in a backpack, ideally one that fits them and that they are able to wear in order to practice for going to Kindergarten.

Please also send in:

- Shoes to wear during school. These may be left in the class shoe bin at school or can be taken home each day.
- A complete change of labelled clothing (to go home each day). Messy play, spills and toilet accidents may require a change from head-to-toe.
- Extra pull-ups/diapers and wipes (if wearing pull-ups/diapers).
- A photo of your child for his/her cubby.
- If your child has a food allergy, please also bring two photos of your child and two EpiPens to be kept at the school.

Try to avoid bringing personal items/toys into school as they may get lost or forgotten.

### Labelling Belongings

Please label all your child's clothing and footwear to help ensure that it doesn't get lost or misplaced. Visit the Fundraising page on our website for a link to purchase Mabel's Labels through our fundraising code.

### Drop-Off

Parents and children can enter through the front or back door at morning drop-off. Upon arrival, children are encouraged to find their cubby, take off their outdoor wear and switch to indoor shoes independently (especially during the winter months). Our program begins at 9:00am. It is important to arrive on time for school as late arrival can be difficult for your child and/or disruptive to the rest of the class. Please say goodbye and make sure one of the teacher's knows that you are leaving. Please refer to the [Safe Arrival and Dismissal Policy and Procedure in Appendix D](#).

## **Pick-Up**

The class will be outside playing in the yard at pick-up time unless it's raining or too hot/cold. When you arrive to pick-up your child, you will need to come inside to get their belongings before getting them from the yard. Before leaving, children are encouraged to put away outside toys that they have been using. Please be sure that your child says goodbye to the teacher before leaving. This helps the teacher be aware of how many children are still in her care. It is extremely important that the gate to the playground be kept closed and latched at all times. Also, please let the teacher know, preferably in writing (by text or email), if someone other than you, the parent, will be picking up your child. Please refer to the [Safe Arrival and Dismissal Policy and Procedure in Appendix D](#).

## **Snack Time**

Children are expected to bring their own snack to school, however the school can provide a snack upon request. Please observe the following guidelines when sending a bagged snack from home:

- Please consider having the contents of bag lunches meet the requirements of the "Canada's Food Guide". Example: muffins, apple slices, carrot sticks and water.
- Please remember due to severe allergic reactions we are PEANUT/NUT FREE.
- Please label the food container and/or juice/water bottle for your child.
- Please avoid food choices high in sugar and salt, as they provide very little nutritional value, as well as promote tooth decay.

Staff will monitor the contents and the consumption of the snacks and be vigilant in communicating any concern regarding nutritional adequacy. Food that requires refrigeration will be kept in the school fridge.

In situations where the child's snack was forgotten, a call to the parent will be placed and an arrangement for a substitute will be decided between CCNS staff and the parent.

## **Birthdays**

We love recognizing the birthdays of our students. Parents are welcome to send in a small treat to share with the group on or around their child's birthday and the teachers will sing Happy Birthday at snack time. Please be mindful of allergies when choosing a treat to send in – we are a peanut/nut free centre.

## **Toileting**

Children can access the washroom at any time while at the nursery school. A scheduled bathroom break takes place every morning after snack/before going outside. Reminders are given to those who need them. For those children in diapers, the diapering routines takes place at the same time as the bathroom break and follows our [Diapering Policy \(found in Appendix E\)](#). It is the parents' responsibility to provide all diapers and wipes for their child. Gloves and plastic bags are available at the school. When a child is ready to toilet train, we will happily support them in this process.

## **IEPs/ ISPs**

The Carp Cooperative Nursery School is an inclusive environment that welcomes students with all types of learning styles and needs. As defined in the Child Care and Early Years Act of Ontario, a child with special needs is "a child with a physical, mental, or developmental impairment that is likely to continue for a prolonged period of time as verified by objective psychological or medical findings." An integrated program can help children with special needs learn social skills and independence. Other children can provide positive role models for encouraging language skills and developing behavioral expectations. Integration can be a wonderful, positive experience for all children in the classroom.

For students with special needs, CCNS will ensure that an up-to-date individualized support plan is in place as per the Child Care and Early Years Act of Ontario requirements. Our [Individualized Education Plan \(IEP\)/Individualized Service Plan \(ISP\) Policy](#) can be found in Appendix F.

## **Field Trips**

The school goes on several theme-related field trips each year, including the pumpkin patch in the fall and sugar bush in the spring. We also visit the local fire station, enjoy a chickadee walk and host Ray's Reptiles in our classroom. To celebrate the end of the school year, we gather at Fitzroy Provincial Park for a picnic, concert and a morning at the beach. Our Field Trip Coordinator (parent volunteer) will communicate the logistical details of the field trip via email and parents will be asked to RSVP. A parent or guardian is required to attend our off-site field trips. Siblings are also welcome to join. Events that take place at the school do not require a parent to stay, however they are welcome to stay if they choose.

\*Field trips take place during the September-June program. The summer program does not go on field trips.

## **Conflicts of Interest**

Based on the College of ECE codes and standards document, it is understood that the presence of dual relationships in the school may lead to a violation of professional boundaries or conflicts of interest. Subsequently, it is important to avoid these situations. For example, a parent with a child/ren in the program may not hold a regular staff position (as opposed to occasionally supplying). Also, it is not recommended that staff care for a child in the program outside of school hours.

## **Conduct**

The safety, rights and well-being of children we serve are at the core of our daily operations. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries. Our organization is committed to ensuring all children are protected and safe. Our [Code of Conduct to Protect Children \(Appendix G\)](#) was developed to guide our employees/volunteers in their interactions with children. In addition, our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent, guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## **Communication**

### **Daily Communication**

Drop-off and pick-up times are opportunities to communicate with the teacher and teacher assistant about your child, how they are doing in the program, anything of note about your child's day, if a change of clothes or more supplies are needed etc. Since everyone is coming and going at the same time, these exchanges are often brief. If you wish to speak to the teacher at greater length, please feel free to request a time to do so and they will happily arrange a time. Questions, ideas or concerns can also be communicated via email to the teacher, President and/or Vice President at any time.

### **Pictures**

If consent is provided (as per the form in the registration package), pictures of your child and the activities of the day are shared on a private Facebook page. Parents/guardians must be invited to join this group. Pictures of your child will not be posted on CCNS' public Facebook page, website or marketing unless explicit consent has been provided in writing. In the fall of each year, the Photographer (parent volunteer) will take individual child and class photos.

### **Monthly Newsletter**

Leading up to each month, an email newsletter is sent to registered families by the teacher. This newsletter will give parents general information about the school as well as upcoming field trips and special occasions.

## Attendance

### Sickness

Please help us keep our students and teachers healthy. Children should not be in attendance at the nursery school when they are ill or have a contagious disease. Children who are ill do not benefit from or enjoy the program to its fullest and they also put other children, duty parents and the staff at risk of becoming ill. If you are unsure if your child should attend school, please call the Director during school hours. If your child has any of these symptoms, they should remain at home until they are symptom free for 24 hours:

- An elevated temperature.
- A cold with coloured nasal discharge (green) or cough.
- Vomiting or diarrhea (must be symptom free for 48 hours before returning to school).
- Red or discharging eyes or ears.

Children should remain at home until they have been symptom free for at least 24 hours.

These guidelines will help to protect other children, duty parents, and staff from becoming ill. Should you have any questions please feel free to contact the school at any time. If your child is ill, please call the school and inform them of the nature of the child's illness. This allows the Director of the nursery school to track illnesses and, if necessary, report to the Health Unit and follow any of the Health Unit's Directives. Teachers also check for signs of sickness when the children arrive each day. For more details, review our [Health Policy in Appendix H](#). Our [COVID Policy can be found in Appendix I](#).

### Lateness and Absences

If your child will be arriving late or not be attending preschool due to illness, holidays or any other reason, please contact the teacher to let them know. You can email or text the teacher or call the school at 613-839-3416. If there has been no contact by a parent, a follow-up call, text or email will be done by the teacher.

### Vacations

If you will be away for an extended period of time, please notify the teacher via email or text with the dates that your child will be away.

### School Closures

Please note the following important information about school closures and refer to the [Important Dates](#) section of this handbook:

- The fall/winter program runs from early September-late June.
- The program is closed for one week between the end of the fall/winter program and the beginnings of the summer program.
- The program is closed for two weeks between the end of the summer program and the beginnings of the fall/winter program.
- The nursery school follows the Ottawa Carleton District School Board calendar for winter break and March Break.
- Our program operates on public school PD days.

**Inclement Weather**

The nursery school will be closed on days when the Ottawa Student Transportation Authority cancels school buses in Ottawa. The teacher will notify all families of cancellations via email in the morning well before 9:00am, or you can check the OSTA website for cancellation updates: <https://www.ottawaschoolbus.ca/>

## Health and Safety

### Medication Administration

Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule. If a child requires drugs or medication to be administered at the nursery school, written instructions and consent must be provided by the parents. Medication must be clearly labelled with the student's name, name of medication and dosage. All medications will be stored in a safe location at the nursery school that is inaccessible to the students. Please refer to our [Drug and Medication Administration Policy \(Appendix J\)](#).

### Allergies

Our program is a peanut free/nut free program. Please do not send peanuts or nuts in your child's snack. If a student with other allergies is enrolled, parents will be notified as to which foods cannot be sent in. Please review our [Allergy and Anaphylaxis Policy \(Appendix K\)](#).

If your child has a food allergy, you will need to bring two photos of your child and two EpiPens to be left at the school.

### Toy and Equipment Cleaning

Cleaning and sanitizing of toys and equipment is done as needed and every time the toys are rotated. If a child in attendance is diagnosed with a communicable disease, toys and equipment are disinfected. An environmentally friendly sanitizing solution called Ino Eko is used to clean toys and hard surfaces.

In addition, the Nursery school is thoroughly cleaned twice a week (e.g. floors are mopped, carpet is vacuumed, sinks and toilet are cleaned, surfaces are wiped)

The floors are swept and mopped as necessary. The water table is drained, cleaned and disinfected after each use.

Any items that could cause harm to a child, including poisonous and hazardous substances are inaccessible to the children. There is a space designated for storage for medical supplies, cleaning materials and equipment.

### Washing Hands

Frequent hand washing is essential for maintaining a safe and healthy school environment. Students, staff and parents are encouraged to wash their hands frequently. Adults, staff and children wash their hands whenever they use the toilet or after changing a child's diaper. Students, staff and parents use the pump-style soap dispenser when washing their hands and use disposable paper towels when drying their hands. Soiled cloths and towels are washed at least once per week.

Children wash their hands using soap and water at the bathroom sink before eating their snacks, and as necessary throughout the morning (e.g. after messy play etc.). They dry their hands with disposable paper towels. The children eat their snack at a table that has been disinfected prior to snack time using the Ino Eko disinfecting solution.

## **Playground Safety**

The children's safety is of utmost importance. Practices are in place to ensure that the nursery school environment is safe and that the children are kept safe, particularly during outdoor play. Our [Playground Safety Policy](#) can be found in Appendix L.

## **Behaviour Management**

Our goal is to provide a space in which all students are safe from the physical environment and from the actions of others. This is achieved by teaching children to respect themselves, other people and their environment. Our teachers encourage children to behave in a developmentally appropriate manner. Review our [Behaviour Management Policy](#) in Appendix M.

## **Serious Occurrences**

In the event of a serious occurrence, teachers and volunteers follow the procedure outlined in our [Serious Occurrences Policy](#) (found in Appendix N).

## **Duty to Report**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*. For more information, visit [this website](#).

## **Fire Safety**

For everyone's safety, we review our Fire Safety Policy and conduct fire drills each month. The details of our [Fire Safety policy](#) can be found in Appendix O. This policy outlines the fire safety precautions that are taken at the school as well as our evacuation plan.

## **Emergency Management**

Our [Emergency Management Policy](#) (found in Appendix P) outlines detailed procedures that are to be followed in emergency situations.

## **Confidentiality**

Every child at CCNS has the right to privacy. To maintain our student's confidentiality:

- Parents have access to only their child's records and no others.
- Only the Early Childhood Educators at the preschool and the registrar have access to the child's records. The bookkeeper has limited access to some of the necessary information.

- If the educators want to provide information to a third party, such as a researcher, or post pictures or information on social media (such as our Facebook page or our website), we will ask for permission and provide as much detail as possible, so the parent has all the information they need to make an informed decision.
- Children's records are secured against loss, fire, theft, defacement, tampering and copying to the best of our abilities. Our records will be kept in a locked file cabinet and unavailable to unauthorized persons. Once the registrar has received the registration packages and ensured they are complete, they must be secured as soon as possible. They must not be viewed by anyone else while out of the locked cabinet. The records must not leave the premises unless there is an evacuation.
- Children's records (including registration, attendance and individualized plans) are maintained for three years from the date the child is discharged.
- The medical officer of health is permitted to inspect the relevant records. And they will be provided upon request.

### **Compliance with Policies**

With respect to compliance of the school's policies, procedures and individualized plans, staff, students and volunteers will be observed by the director on an on-going basis during daily interactions in the classroom. Compliance and contraventions to our policies, procedures and individualized plans are recorded and handled seriously in accordance with our [Monitoring Compliance and Contraventions Policy, found in Appendix Q.](#)

## Parent Participation

We are a co-operative nursery school which means that families play an essential role, alongside our teachers, in running our school. Each family is actively involved in the following ways:

### Roles

A parent/guardian from each family will be assigned a role as a member of our Executive Committee or a fundraising committee, or has an individual responsibility (i.e. supplies, yard maintenance, duty scheduling, field trip coordinator etc.). Parents/guardians will indicate their preferred role(s) on their registration forms and our team will assign roles to each family with these preferences in mind (as much as possible). Upon assignment of a role, you will be sent the role responsibilities and any additional information. The committee position of all families is recorded in the class list and distributed to all parents. The president, vice-president, registrar, field trip coordinator, craft/bake sale coordinator and yard sale coordinator will be provided with access to a CCNS email address that can be used during their time in the role. \*\*Some roles (i.e. Field Trip Coordinator, event coordinator roles etc.) are not needed for the summer program and are therefore only filled for the September-June program.

### Washing cloths and Towels:

Families also take turns washing the cloths and towels from the classroom on a rotating schedule that will be posted in the classroom and sent to the families via email at the beginnings of the year.

### Volunteering in the class:

All families will be required to volunteer within the classroom throughout the school year. The number of times (and frequency) will depend on the class enrollment. During each class, one parent will be present alongside the Teacher and Teacher's Assistant. A Parent Volunteer schedule will be provided leading into each month. If you are unable to attend your scheduled volunteer shift, please arrange a replacement. Replacements or swaps should be recorded on master volunteer calendar that will be posted in the school.

Duty parents are expected to stay for the duration of the morning. During the duty, you will provide assistance as directed by the teacher in the daily routine and support activities in classroom such as supervision during free play, arts & crafts, circle time and tidy up time. There are lots of opportunities to engage with the children and have fun. You may also be asked to help the program assistant with some clean up chores.

### Tips for doing duty:

- Volunteer parents should dress in a comfortable manner that allows them to actively participate with the students
- During your duty, if you are in doubt about how to handle a situation or why a particular method was used to handle a situation, please feel free to discuss it with the teacher.
- Maintain a professional attitude. Use your duty time to observe, learn and help. Ask the teacher for guidance if you are unsure of the duty parent role.
- Enjoy your experience – it's fun to observe and interact with your child and their peers during duty days.

## **Parent Volunteer Alternatives**

Parents are encouraged to use the contact information in the class list to solicit shift swaps. Replacement with a paid “duty” parent, rather than swapping is also possible. Families that are interested in being paid to take on in-class shifts, have a dollar sign (\$) beside their email address in the class list. The standard rate is \$35 per day. As well, some former members of the Nursery School community have made themselves available to fill in-class volunteer shifts for a nominal fee. A list will be provided to you when classes start.

## **Police Record Check**

All parents/guardians who will be volunteering in the classroom must provide a Ottawa Police Service Vulnerable Sector Check. Please email [Gaby](#) with any requests for a personalized letter(s). This will allow you to receive your police check at no charge. The most convenient way to request a police check is [online](#). The checking process can take a few weeks to complete. Therefore, volunteers should begin the process as soon as possible so that the necessary checks can be completed by the beginning of the school year. Once you receive your police check, please forward the PDF to [info@carpcooperativenurseryschool.org](mailto:info@carpcooperativenurseryschool.org) as soon as possible before the beginning of the school year. Review our [Police Records Check – Vulnerable Sector Policy \(Appendix C\)](#) for more details.

- Standing convictions (positive finding): If a person is found to have a criminal record with one or more standing convictions, the person will have to provide an alternate person (spouse, grandparent, aunt, uncle, cousin, or friend) to act as the duty parent for their child.

## **Benefits of a Co-op**

There are many benefits that come along with the responsibilities of participating in a cooperative nursery school. Parents have the unique opportunity to observe and interact with their child and their child's peers during duty days. The participation requirements give parents the opportunity to be highly involved in their child's experience at nursery school and to feel a sense of ownership and pride for the program. The cooperative model also allows tuition and fees to be kept lower.

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

The Carp Cooperative Nursery School values the support given by volunteers and students to our program. Please refer to our [Supervision of Volunteers and Students Policy \(Appendix R\)](#) for information related to parent and student volunteers.

## **Questions or Concerns**

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by the teachers and executive members. Please review our [Parent Issues and Concerns Policy in Appendix S](#).

## **Appendix A: Program Statement Implementation Policy**

The Carp Cooperative Nursery School program statement shall be reviewed by all staff, including volunteers and students upon commencement of employment. The program statement shall furthermore be reviewed at least annually and there will be written evidence of review in the form of attestation with name, date and signature. This is also applicable any time the Program Statement is modified.

The expectation is that staff, students and volunteers will implement the approaches set out in the program statement. Compliance will be monitored through regular observations, discussions during staff meeting and consultations with parents. This will be recorded accordingly. Non-compliance will be addressed by the executive committee of the Carp Cooperative Nursery School.

The staff of the Carp Cooperative Nursery School will furthermore, document and review the impact of the strategies set out in our program statement on the children and families.

## **Appendix B: Staff Development and Training Policy**

Carp Cooperative Nursery School highly values its staff. It is in the interests of the nursery, the children, families, and the individual, that each staff member is given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children. Personal and professional development is essential to maintaining the quality and delivery of high-quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions.

External training and support is sought as appropriate to the needs of the nursery school and the children attending and to renew/update staff qualifications.

To facilitate the development of staff we encourage staff to continue their professional development on an ongoing basis. Each staff will be allotted time into their schedule to continue training workshops. Cost will be expensed by the nursery school.

## Appendix C: Police Reference Check – Vulnerable Sector Policy

A vulnerable sector check is conducted in cases where an individual would be in an employment or volunteer position of trust or authority over children or other vulnerable persons.

Vulnerable Sector Check: An enhanced type of police record check that may include criminal convictions, findings of guilt under the Youth Criminal Justice Act, outstanding charges, arrest warrants, certain judicial orders, absolute discharges, conditional discharges, other records as authorized by the Criminal Records Act, findings of not criminally responsible due to mental disorder, record suspensions (pardons) related to sexually-based offences, and non-conviction information related to the predation of a child or other vulnerable person (i.e., charges that were withdrawn, dismissed or stayed, or that resulted in acquittals).

- All staff, including supply teachers or students on a placement, working at CCNS must have a valid Vulnerable Sector Check.
- Any persons that are employed by or contracted with outside organizations, such as a special needs resource consultant, an occupational therapist or a speech therapist, must also provide an Offence Declaration or an attestation from the person's employer that they have reviewed the VSC, that it was performed within the last five years and that it does not list any convictions under the Criminal Code (Canada) listed in subparagraph 1ii of subsection 9(1) of the CCEYA, 2014.
- Anyone volunteering at the school will also have to have a proper Vulnerable Sector Check (VSC) completed. This includes parents and guardians staying for class with their child for any reason. As a cooperative school, all families will be required to volunteer in the classroom, and a minimum of one adult per family must have a Check on record with the school.
- The checking process can take a few weeks to complete. Therefore, volunteers should begin the process as soon as possible so that the necessary checks can be completed by the beginning of the school year.
- Fees are waived for volunteer positions when the school's volunteer letter accompanies an application. Police checks can be done online. The link is available through the Family Portal.
- Returned VSC's must be submitted to the school as soon as possible before the start date.
- A recent VSC completed for an employer or another volunteer organization may be submitted instead provided that it is less than 6 months old at the start of the session.
- If an employee or volunteer requires their original vulnerable sector check (e.g., they may be employed by multiple organizations who need to see their police record check or may be a student on placement), the school has the option of creating and retaining a true copy of the individual's police record check to demonstrate compliance with the requirements. A true copy of a police record check is a photocopy of the original police record check that is signed and dated by the licensee to confirm that the original document was reviewed.

- If there is a break of more than 6 months of enrolment, then a new VSC is required unless an offence declaration has been completed each year. An offence declaration is a declaration signed by an individual that lists all of the individual's convictions for offences under the Criminal Code (Canada). If more than six months but less than five years have passed since the day the VSC was performed, the staff, volunteer or student must also provide an offence declaration that addresses the period since that day. CCNS will not accept a copy of a VSC if five or more years have passed since the day it was performed and, in this case, the volunteer or student must provide a new VSC or copy. Teaching staff must have a new VSC completed on or before every 5th anniversary after the date of the most recent VSC. With this VSC a signed offence declaration must be completed every year within 15 days of its anniversary date of the last offence declaration or VSC and shall address the period since the most recent offence declaration. Any person from whom CCNS is required to obtain a VSC is also required to provide an offence declaration, as soon as reasonably possible, any time he or she is convicted of an offence under the Criminal Code (Canada). It is the responsibility of the Directors to ensure that VSC's are current. VSCs will be kept in a locked filing cabinet in the office.
- Each Vulnerable Sector Check will be kept in your child's file. It will be held up to all confidentiality standards.

**Results:**

- No standing convictions (negative finding): An individual who has a VSC showing no standing convictions will be permitted to work or volunteer at CCNS. Convictions for which pardons have been received are not considered standing convictions and will be treated as a negative finding.
  - Standing convictions (positive finding): If a person is found to have a criminal record with one or more standing convictions, they will not be allowed to participate at CCNS, if the convictions are related to the following offences:
    - Any offence related to minors.
    - Assault and/or sexual assault or attempted assault or conspiracy to commit assault
    - Indecent exposure and/or indecent acts
    - Presence of the person's name on a Child Abuse Register.
    - Convictions under the Child and Family Services Act related to the abuse of children.
    - Any unlawful behaviour with a sexual component.
    - Any violent offence.
- \*\* The person will have to provide an alternate person (spouse, grandparent, aunt, uncle, cousin, or friend) to act as the duty parent for their child.
- Other convictions will be assessed by members of the Executive Committee consisting of the President, Vice President and the Registrar on an individual basis. All information will be kept confidential.

## Appendix D: Safe Arrival and Dismissal Policy

### Purpose:

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

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

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

### Policy

#### General

- Carp Cooperative Nursery School will ensure that any child receiving child care at the nursery school is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the nursery school may release the child to.
- Carp Cooperative Nursery School will only dismiss children into the car of their parent/guardian or another authorized individual. The nursery school will not release any children from care without supervision.
- a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### Procedures

#### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - o greet the parent/guardian and child.
  - o 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 the 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).
  - o document the change in pick-up procedure in the daily written record.
  - o 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 child care 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 will:
  - o the Teacher will commence contacting the child's parent/guardian no later than 9:30. Staff will call and/or text. If no response is received and message has been left, Teacher will assume absence.
2. Once the child's absence has been confirmed, program staff will 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 the nursery school may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - o where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (after 11:30am)**

1. If a child has not been picked up by 11:40am, the Teacher will contact the parent/guardian via phone call and text and advise that the child is still in care and has not been picked up.
  - o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall refer to procedures under "where a child has not been picked up and the nursery school is closed"

### **Where a child has not been picked up and the nursery school 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 11:45am staff shall ensure that the child is given an 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. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff will contact the emergency contact listed on the child's registration form.
3. 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 1:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

### **Glossary**

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the nursery school 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 nursery school.

*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.

#### **Regulatory Requirements: Ontario Regulation 137/15**

##### **Safe arrival and dismissal policy**

**50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,**

**(a) provides that a child may only be released from the child care centre or home child care premises,**

**(i) to individuals indicated by a child's parent, or**

**(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**

**(b) sets out the steps that must be taken if,**

**(i) a child does not arrive as expected at the centre or home child care premises, or**

**(ii) a child is not picked up as expected from the centre or home child care premises.**

## Appendix E: Diapering Policy

Staff and adults are to follow this diapering procedure, as received from the Ministry of Education:

1. Assemble supplies. Put on disposable vinyl gloves when changing a diaper.
2. Place child on a clean changing surface. Remove soiled diaper, fold soiled surface inward
3. Cleanse skin with disposable cloth, moving front to back. Remove all soil, don't overlook skin creases.
4. Fasten fresh diaper in place.
5. Remove soiled matter in diaper in the toilet. Place soiled disposable diaper in a plastic bag.
6. Clean changing surface and soiled supplies with the sanitizing solution and disposable cloth. Let the areas dry to prevent irritation.
7. Staff and children must wash their hands thoroughly with soap under running water for at least 30 seconds.
8. Report abnormal skin or stool conditions, such as rash, unusual fecal consistency, colour, odour or frequency) to parents. Record appropriately.
9. **Important Reminder:** Anything you touch before you wash your hands should be considered contaminated until cleansed.
10. Wash hands after toileting and diapering.

## **Appendix F: Individualized Education Plan (IEP)/ Individualized Service Plan (ISP) Policy**

As defined in the Child Care and Early Years Act of Ontario, a child with special needs is "a child with a physical, mental, or developmental impairment that is likely to continue for a prolonged period of time as verified by objective psychological or medical findings." An integrated program can help children with special needs learn social skills and independence. Other children can provide positive role models for encouraging language skills and developing behavioral expectations. Integration can be a wonderful, positive experience for all children in the classroom.

CCNS shall ensure that an up-to-date individualized support plan is in place for each child with special needs. The plan includes,

- a description of how CCNS will support the child to function and participate in a meaningful and purposeful manner while the child is in the care of the nursery school.
- a description of any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary to achieve clause are put into place. (c) instructions relating to the child's use of the supports or aids or, if necessary, the child's use of or interaction with the adapted or modified environment.

The plan is developed in consultation with a parent of the child and any regulated health professional or other person who works with the child in a capacity that would allow the person to help inform the plan. Every licensee of CCNS shall ensure that the program of the nursery school is so structured that,

- it will accommodate the individualized support plan of each child with special needs. (b) the program is appropriate for the ages and developmental levels of the children with special needs receiving childcare in the childcare centre; and (c) the program is inclusive of all children.

CCNS will maintain the confidentiality of a child's medical history including diagnosis. Sensitive or confidential medical information and detailed reports from medical professionals will not be included in the plan unless consent, in writing, has been given by the parent. CCNS will develop an individualized support plan that contains the following information:

- CCNS centre will support the child to function and participate while in the care of the centre; ● any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary will be used to support the child
- instructions relating to the child's use of the supports or aids, the child's use of or interaction with the adapted or modified environment are outlined where applicable.

The individualized support plan is reviewed with all staff, volunteers and students, implemented and monitored for compliance and contraventions.

The goals and approaches in How Does Learning Happen are taken into consideration to ensure each child is able to participate fully in the program and engage with peers in a meaningful way. HDLH sets out a view of the child as competent and capable, curious and rich in potential. CCNS focuses on the strengths of each child rather than their needs and deficits. Approaches such as pedagogical documentation can help educators

continue to learn about each child's unique abilities, characteristics and growth. This documentation can be shared with parents and other professionals to gain a deeper understanding of the child. Knowledge gained through documentation can also help programs to create environments and experiences that best support the learning and development of each child. The individualized support plan will be reviewed on an ongoing basis with changes over time and as the child's abilities, needs and circumstances change.

Children's Integration Support Services (CISS) is a bilingual service funded by the Ontario Ministry of Community and Social Services that may become involved with CCNS. CISS provides support services to integrated programs within the Ottawa-Carleton Region and is managed by the Board of Directors of Andrew Fleck Child Care Services. The services provided by CISS may include additional staffing, consultation to programs, staff training, and financial supports in the form of transportation and childcare subsidies.

## **Appendix G: Code of Conduct to Protect Children**

Carp Cooperative Nursery School has developed the following Code of Conduct to Protect Children to guide our employees/volunteers in their interactions with children. The safety, rights and well-being of children we serve are at the core of our daily operations. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries. Our organization is committed to ensuring all children are protected and safe.

All employees/volunteers must:

- Treat all children with respect and dignity.
- Establish, respect, and maintain appropriate boundaries with all children and families involved in our preschool.

All of our employees/volunteers' interactions and activities with children:

- should be known to, and approved by, your director and/or the parents of the child.
- tied to your duties
- designed to meet the child's needs not your own needs.

Our employees/volunteers are also strongly encouraged to:

- monitor their own behaviour towards children and pay close attention to the behaviour of their peers to ensure that behaviour is appropriate and respectful and will be perceived as such by others.
- consider the child's reaction to any activities, conversations, behaviour or other interactions. If at any time you are in doubt about the appropriateness of their own behaviour or the behaviour of others, they should discuss it with the director or the president of the executive committee.

Examples of unacceptable behaviour toward a child:

- criticizing
- embarrassing
- shaming
- blaming
- humiliating

### **General Rules of Behaviour**

Employees/volunteers of the organization must not:

- Engage in any sort of physical contact with a child that may make the child or a reasonable observer feel uncomfortable, or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any communication with a child within or outside of job/volunteer duties, that may make the child uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries.

- Engage in any behaviour that goes against (or appears to go against) the preschool's mandate, policies, or Code of Conduct to Protect Children, regardless of whether or not they are serving the organization at that moment.
- Conduct their own investigation into allegations or suspicions of potentially illegal or inappropriate behaviour – it is an employee/volunteer's duty to report the matter to his/her director or Child Welfare, not to investigate.

Inappropriate behaviour includes:

- Inappropriate Communication. Communication with a child or his/her family outside of a work/volunteer context, regardless of who initiated the exchange. For example:
  - personal phone calls
  - electronic communications (email, text message, instant message, online chats, social networking (including "friending"), etc.)
  - Personal letters
  - Excessive communications (online or offline)
- Inappropriate Contact. Spending unauthorized time with a child or the child's family outside of designated work times and volunteer activities. You must report all contact with a child or the child's family outside of designated work times and activities BEFORE the contact occurs to the designated person within your organization.
- Favouritism. Singling out a child or certain children and providing special privileges and attention (for example, paying a lot of attention to, giving or sending personalized gifts, or allowing privileges that are excessive, unwarranted or inappropriate).
- Taking Personal Photos/Videos. Using a personal cell phone, camera or video to take pictures of a child, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a child to the Internet or any personal storage device. Pictures taken as part of your job duties (when known to your director) are acceptable, however, the pictures are to remain with the organization and not be used by you in a personal capacity.
- Inappropriate behaviour also includes:
  - Telling sexual jokes to a child or making comments to a child that are or is in any way suggestive, explicit or personal.
  - Showing a child material that is sexual in nature, including, signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a child, or making such material available to a child
  - Intimidating or threatening a child
  - Making fun of a child

Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in our preschool.

Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the executive committee having regard to all of the circumstances, including past behaviour, and allegations or suspicions related to such behaviour.

### Reporting Requirements

All employees and volunteers must report suspected child sexual abuse, inappropriate behaviour or incidents that they become aware of, whether the behaviour or incidents were personally witnessed or not.

Where to report: All allegations or suspicions of potentially illegal behaviour (for example, child sexual abuse) that an employee/volunteer witnesses first-hand, must be promptly reported to police and/or child welfare.

2. To ensure the protection of all children in our care, all allegations or suspicions of potentially illegal behaviour that an employee/volunteer learns of must also be promptly reported to police and/or child welfare. Police and/or child welfare will make the determination as to whether the allegation or suspicion requires further investigation.

3. All allegations or suspicions of inappropriate behaviour (see above examples), that an employee/volunteer learns of or witnesses first-hand, must be reported to your director. Keep in mind that you may learn of potentially illegal or inappropriate behaviour through the child or some other third party, or you may witness it first-hand.

Examples of the type of behaviour you may learn of or witness and that you must report as set out above includes:

- Potentially Illegal behaviour by an Employee/Volunteer of the organization
- Potential Illegal behaviour by a third party, such as a Parent, Teacher, Babysitter, Coach)
- \*If you are not sure whether the issue you have witnessed or heard about involves potentially illegal behaviour or inappropriate behaviour, discuss the issue with the director who will support you through the process. Remember: You have an independent duty to report all suspicions of potentially illegal behaviour directly to police and/or child welfare.

When an allegation or suspicion of potentially illegal behaviour is reported, police and/or a child welfare agency will be notified. The director will follow up internally as appropriate.

When an allegation or suspicion of inappropriate behaviour is made, the director will follow up on the matter to gather information about what happened and determine what, if any, formal or other disciplinary action is required.

In the case of inappropriate behaviour, if:

- multiple behaviours were reported
- inappropriate behaviour is recurring, or
- the reported behaviour is of serious concern
- the organization may refer the matter to a child welfare agency or police.

## Appendix H: Health Policy

Children should not be in attendance at the nursery school when they are ill or have a contagious disease. Children who are ill do not benefit from or enjoy the program to its fullest and they also put other children, duty parents and the staff at risk of becoming ill. If you are unsure if your child should attend school, please call the Director during school hours. If your child has any of these symptoms, they should remain at home until they are symptom free for 24 hours:

- An elevated temperature.
- A cold with coloured nasal discharge (green) or cough.
- Vomiting or diarrhea (must be symptom free for 48 hours before returning to school).
- Red or discharging eyes or ears. Children should remain at home until they have been symptom free for at least 24 hours.

These guidelines will help to protect other children, duty parents, and staff from becoming ill. Should you have any questions please feel free to contact the school at any time. If your child is ill, please call the school and inform them of the nature of the child's illness. This allows the Director of the nursery school to track illnesses and, if necessary, report to the Health Unit and follow any of the Health Unit's Directives.

Staff observe children in order to detect symptoms of ill health as they enter the school and before the children interact with other children. If a child becomes ill during class time, parents are immediately informed and asked to pick up the child. If it is suspected the child has a communicable disease the child is separated from other children. The symptoms of the illness are noted in the child's records and daily log.

Please note that CCNS will not administer non-emergency medication. Sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream are permitted to be applied by staff. These products will be labelled with the child's name, stored in accordance with the instructions for storage on the label, and administered in accordance with the instructions on the label and the parent's written authorization.

In cases of potential emergency, such as asthma, anaphylaxis, allergy, where medication may be required in an emergency situation, parents can complete the Medication Authorization Form once, indicating the condition under which the medication may be used. Parents must indicate, in writing, that they permit the school to use their best judgment in deciding to administer the medication. Such medications will be kept at the school out of reach or in the possession of one of the teachers (i.e. Carried in a fanny pack by the teacher). Please note: Medication must be labeled with the child's name and in the original container. Please refer to "Guidelines for Communicable Diseases and other Childhood Health Issues for Schools and Child Care Facilities" (City of Ottawa Public Health Unit) for any specific illnesses and exclusion periods. A copy of this document is available at the nursery school for consultation.

CCNS requires up-to-date immunization (or an appropriate exemption) for every child prior to being admitted to the nursery school and the nursery school staff prior to commencing employment in accordance with s.35 and s.57, respectively, of Ontario Regulation 137/15 under the Child Care and Early Years Act;

CCNS reports cases and outbreaks of reportable diseases to the medical officer of health.

Injuries to any children that occur during school hours, both indoors and in the school playground, are thoroughly documented. This report is signed by the parent and a copy is given to them.

Serious occurrences are also documented and filed with the Ministry of Education within the allotted time frame.

\*\*Please refer to the Covid Policy (Appendix I) for more information on that topic.

## Appendix I: COVID Policy

Carp Cooperative Nursery School will follow the guidelines set out by the Ministry of Education and Ottawa Public Health if necessary (depending on occurrences of COVID in the community)

### Program Statement

- We will continue to implement our Program Statement objectives to the best of our abilities with the realization that flexibility may be necessary.

### Cohort Size

- Maximum cohort size for the preschool room will consist of 16 children. There will also be one teacher and one program assistant that are considered part of this cohort that stays together. Children attending only one day or two days of the MWF program are counted in the total number of individuals in the cohort, even on the days when they are not physically attending the program. Proper staff to child ratios will be maintained.
- Maximum capacity rules do not apply to Special Needs Resource staff on site (i.e., if they are not counted towards staff to child ratios, they are not included in the maximum capacity rules).

### Staff Training

- Staff will be trained on all the necessary health, safety, and operational measures. This includes screening, disinfection, attendance records and protocols if someone becomes sick.
- Staff is required to have their Certification in Standard First Aid Training, including Infant and Child CPR and their Vulnerable Sector Checks.

### Visitors, Students and Volunteers

- Visitors, students or volunteers are allowed in the school at the discretion of the director and will be asked to self-screen and follow all covid protocols. Ministry staff and other public officials (e.g. fire marshal, public health inspectors) are permitted to enter the premises at any reasonable time but will be asked to self-screen beforehand.

### Screening for Symptoms

- All individuals including children, staff, parents/guardians, and visitors should self-screen each day before entering the nursery school.
- Parents and guardians will be reminded of this requirement when children are first registered for the program and through visible signage at the entrances and drop-off areas.
- Parents will be asked to self screen and to screen their child at home before deciding to come to the preschool. If they have any symptoms/signs of Co-vid 19, a fever for example, they must stay home.
- Daily screening will be validated by the ECE teacher for all staff, children and visitors prior to or upon entry to the preschool.
- When children are screened at the school, screeners will take appropriate precautions when screening and escorting children to the program, including maintaining a distance of at least 2 meters

(6 feet) from those being screened, and wearing personal protective equipment (PPE) (i.e., N95 mask and eye protection (goggles or face shield)).

- Alcohol-based hand sanitizer containing at least 60% alcohol content will be placed at the screening station. Dispensers will not be in locations that can be accessed by young children.
- Daily records of screening results will be maintained. If a child has any of the symptoms/signs of COVID-19 at screening time, they will not be allowed into the program.
- Where an individual does not pass the screening and is not permitted to attend the program, this does not need to be reported to the local public health unit.
- The child should be tested for COVID-19 and refer to Ottawa Public Health for further guidance.

#### Attendance Records

- Daily records will be maintained of anyone entering the school and the approximate length of their stay (such as cleaners, people doing maintenance work, people providing supports for children with special needs, etc). Records will be kept on the premises.
- Records (e.g. name, contact information, time of arrival/departure, screening completion/result, etc.) will be kept up-to-date and available to facilitate contact tracing in the event of a confirmed COVID-19 case or outbreak.

#### Drop-Off and Pick-up Procedures

- Drop off and pick up will happen outside of the nursery school. No parents will be allowed in the school. Only one door will be open to parents and this is where the screening will take place.
- If a physical distance of 2 meters cannot be maintained, parents/guardians and staff/providers should use face coverings.
- Signage will direct families through the entry steps.
- Personal belongings (e.g., backpack, clothing, etc.) should be minimized. If brought, belongings will be labeled and kept in the child's cubby area.

#### Physical Distancing

- Although physical distancing between children in the preschool setting is optimal, it is often unrealistic to maintain. We will provide a welcoming and caring environment for children and where possible encourage children to spread out in different areas and incorporate more individual activities. At snack, circle and dressing time we will also encourage more space between children. When possible, more activities will take place outdoors to allow for more space (Parents will be asked to apply sunscreen beforehand if needed).
- The teacher and program assistant will attempt to maintain physical distance between themselves.

#### Equipment and Toy Usage and Restrictions

- We will provide toys and equipment which are made of materials that can be easily cleaned and disinfected (for e.g. we will avoid plush toys, blankets and dress up clothes).
- Toys and equipment will be cleaned and disinfected in between children using them.
- Mouthed toys will be cleaned and disinfected immediately after the child is finished using it.
- When sensory materials (e.g., playdough, water, sand, etc.) are offered, the children will disinfect their hands before and after use.

#### Food Provision

- There will be no sharing of food or utensils between children.
- Group baking activities will be suspended at this time.
- Proper hand hygiene will be practiced for all individuals before and after eating.
- Where possible, children will practice physical distancing while eating.

#### Cleaning the Nursery School

- Frequently touched surfaces will be cleaned and disinfected every day as they are most likely to become contaminated (i.e. doorknobs, light switches, toilet and faucet handles, and tabletops).
- We will follow local public health advice regarding best practices for cleaning and disinfecting. The disinfectant we will use is approved by Health Canada for use with Covid 19. Toys will be cleaned/disinfected immediately after use. All hard surfaces will be cleaned and disinfected after the program is finished for the morning.
- We will keep a cleaning and disinfecting log to track and demonstrate cleaning schedules. There will also be an inventory log of items stored.

#### Use of Masks and Personal Protective Equipment (PPE)

- All staff in the preschool are required to wear medical masks and eye protection while inside. The use of masks and eye protection is not required outdoors. There are reasonable exceptions to the requirement to wear masks indoors and this includes circumstances where a physical distance of at least 2 metres can be maintained between individuals and exceptions for medical conditions.
- As per Ministry guidelines, children will be encouraged but not required to wear a non-medical mask while inside the preschool setting.
- Staff will also be using masks in the screening area and when accompanying children into the program from the screening area; They will also be used when cleaning and disinfecting blood or bodily fluid spills if there is a risk of splashing and when caring for a sick child or a child showing symptoms of illness. Face shields, gloves and gowns will also be used in these instances.
- When wearing a medical mask, hands will be washed before putting on the mask and before and after removing the mask. Proper removal of other PPE equipment is also recommended.
- We will perform and promote frequent, proper hand hygiene (including supervising or assisting children with hand washing).

#### Communication with Families

- New policies regarding health and safety measures for Co-vid 19 will be shared with families, for their information and to ensure they are aware of the expectations, which are aimed at helping to keep all children and staff/providers safe and healthy. This includes keeping children home when they are sick. Where possible the use of in person communication will be limited.

#### Mental Health

- CCNS recognizes the detrimental impact of the COVID-19 pandemic can have on children's mental health and well-being. We hope that by creating, and sustaining a learning environment that is caring, safe, inclusive, and accepting, that we as educators can promote the resilience and overall well-being of children. We can also connect parents and children with community organizations that provide information and support.

## Appendix J: Drug and Medication Administration Policy

**Purpose** The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the preschool and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN). For the purpose of this policy, drugs and medications fall into the following two categories:

- Prescription, intended for acute, symptomatic treatment; and
- Over-the-counter, intended for acute, symptomatic treatment

**Note:** The following items are not considered drugs or medication for the purposes of this policy, except where the item is a drug, as defined in the *Drug and Pharmacies Regulation Act*, prescribed for a child by a health professional:

Sunscreen  
Moisturizing skin lotion  
Lip balm  
Insect repellent  
Hand sanitizer  
Diaper cream

These over-the-counter products may only be administered in accordance with the following rules:

Must have written authorization by a parent.

This can be in the form of a “blanket authorization” on the enrolment form.

It does not require an Authorization for Medication Form, described in this policy.

If a parent does not provide written authorization for the use of these items at the child care centre, licensees must communicate this to their staff (e.g. information will be included on the centre’s allergy list where applicable or a separate list of names of the children where written authorization was not given by the parent will be provided).

Must be stored in accordance with the instructions for storage on the label and the container or package must be clearly labelled with the child’s name and the name of the item.

A container or package does not need to be labelled with a child’s name where items are shared (if appropriate), such as hand sanitizer located at entrances and exits.

Must be administered to a child only from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.

This policy and procedures document support children’s health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;
- prevent accidental ingestion;
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

### **Parental Authorization to Administer Medication:**

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the preschool's Authorization for Medication Administration. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.
- Where a drug or medication is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Examples may include:
  - 'when the child has a fever of 39.5 degrees Celsius';
  - 'when the child has a persistent cough and/or difficulty breathing'; and
  - 'when red hives appear on the skin', etc.
- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration.
- Authorization for Medical Administration Forms will be reviewed with parents monthly to ensure the dosage continues to be accurate (e.g. based on the child's age or weight).

### **Drug and Medication Requirements**

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children. Staff can only give a dosage of medicine to a child while at the preschool that the staff themselves measured out at the centre from the original container the medicine was in. It is not acceptable for staff to give a dosage that a parent has brought in from home because the staff have no way of knowing whether the dosage is the right amount, and the staff cannot be sure that the dosage came out of the original container the medicine came in.
- All drug or medication containers must be clearly labelled with:

- The child's full name;
  - The name of the drug or medication;
  - The dosage of the drug or medication;
  - Instructions for storage;
  - Instructions for administration;
  - The date of purchase of the medication for prescription medications; and
  - The expiry date of the medication, if applicable.
  - The information provided on the written parental authorization must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
  - Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
  - Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time.

#### **Drug and Medication Handling and Storage:**

- All drugs or medications will be kept inaccessible to children at all times in a locked container on the countertop or if necessary, in the fridge. There are exceptions for emergency medications as outlined below:
  - Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.
  - Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended). As the children at the preschool are 2-4 year olds, it is not likely or encouraged that they carry their own medication.
- In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.
- Emergency medications will be brought on all field trips, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations (ie: with mild soap and clean water).

- All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form. Drugs and medications will be checked monthly for the expiration date.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the daily log and the drug or medication must be returned to a pharmacist for proper disposal.

**Drug and Medication Administration:**

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.
- Designated person (the preschool teacher) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person is absent, they will delegate this responsibility to another individual (the supply teacher). The name of the individual who has been delegated and the duration of the delegation will be documented in the daily written log.
- A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
- A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.).
- To support the prompt administration of emergency medication:
  - Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and
  - Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized plan, where applicable.
- Drugs or medications that are expired (including epinephrine) will not be administered at any time.

**Record-Keeping:**

- Records of medication administration will be completed using the Records of Medication Administration every time drugs or medications are administered. Completed records will be kept in the child's file.

- Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.
- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the daily log and in the child's symptoms of illness record. A parent of the child will be notified.
- If a child arrives at the preschool without their medication, parents will be requested to bring it in if it must be taken within preschool hours.

### **Confidentiality**

- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### **Additional Policy Statements**

If a child with anaphylactic allergies does not have epinephrine on site and they have an allergic reaction, we will follow the **Serious Occurrence Policy and Procedures and call 911 and notify the parents.**

Holistic, homeopathic and natural products will be encouraged to be administered at home. If required, they must be accompanied by a doctor's note.

### **Drug and Medication Administration Procedures**

A parent requests that a drug or medication (prescription or over the counter) be administered to their child and provides the drug or medication.

### Roles and Responsibilities

#### 1. Staff must:

- i. provide the parent with the appropriate form to complete to obtain written authorization to administer the medication.
- ii. verify that drug or medication:
  - is accompanied by a doctor's note (for over-the-counter medications);
  - is in its original container as prescribed by the pharmacist or in the case of over-the-counter medications is in its original package; and
  - is not expired.
- iii. obtain the appropriate dispenser, where applicable;
- iv. review the medication administration form and (and doctor's note, where applicable), and the label to verify that all sections are complete and accurate, and that the information in the authorization matches the medication label.
  - Where errors are found on the form or the label is incomplete, the form/medication must be returned to the parent to make and initial corrections;
- v. sign the form once it is complete and accurate;
- vi. take the drug or medication and dispenser and store it in the designated locked storage space in accordance with the instructions for storage on the label; and
- vii. log the receipt of the authorization form and the drug/medication in the daily log.

A prescription or over-the-counter drug or medication must be administered to a child.

### Roles and Responsibilities

#### 1. **Where a non-emergency medication must be administered**, the person in charge must:

- i. prepare the medication dosage in a well-lit area in the appropriate measuring device, where applicable (e.g. do not use a household spoon for liquid medications);
- ii. where possible, remove the child from the activity area to a quiet area with the least possible interruption;
- iii. administer the medication to the child in accordance with the instructions on the label and the written parental authorization;
- iv. document the administration of the drug or medication and any comments/observations on the medication administration record after it has been administered.
- v. store the medication in the designated storage space in accordance with the instructions on the label and the parental authorization received on the medication administration form; and
- vi. where applicable, document any symptoms of ill health in the child's records.
- vii. Where a medication is administered on an "as needed" basis, notify a parent of the child.
- viii. Where a child is absent, document the absence on the Record of Drug/Medication Administration.

#### 2. **Where an emergency allergy medication must be administered due to a severe allergic reaction**, the staff who becomes aware of the emergency situation must immediately:

- i. administer the emergency medication to the child in accordance with the emergency procedures on the child's individualized plan;

- ii. administer first aid to the child, where appropriate;
- iii. contact, or have another person contact emergency services, where appropriate; and
- iv. contact, or have the director contact a parent of the child.

**After the emergency situation has ended:**

- i. document the administration of the drug or medication on the medication administration record
- ii. document the incident in the daily log; and
- iii. document any symptoms of ill health in the child's records, where applicable.

**3. Where a child is authorized to self-administer their own drug/medication, the person in charge must:**

- i. supervise and observe the child self-administer the drug or medication to ensure that the proper dosage and procedure for administration is being followed;
- ii. where the child asks for help, assist the child in accordance with the parent's written authorization;
- iii. document the administration of the drug or medication and any comments/observations on the medication administration record after it has been administered;
- iv. store the medication in the designated storage space in accordance with the instructions on the label and the parental authorization received on the medication administration form.
- v. where applicable, document any symptoms of ill health in the child's records

**A child has a reaction to an administered drug or medication.**

Roles and Responsibilities

**1. Where adverse symptoms appear upon medication administration, the person in charge must immediately:**

- i. administer first aid to the child, where appropriate;
- ii. contact emergency services, where appropriate and send the drug/medication and administration information with the child if they are leaving the premises to seek medical attention;
- iii. notify a parent of the child; and
- iv. document the incident in the daily log: and
- v. document any symptoms of ill health in the child's records, where applicable.

**Where the reaction results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.**

**A drug or medication is administered incorrectly (e.g. at the wrong time, wrong dosage given).**

Roles and Responsibilities

**1. The person in charge must immediately:**

- i. where applicable, follow the steps outlined above (a child has a reaction to administered medication); and
- ii. contact the parent of the child to report the error;
- iii. report the error to the director;
- iv. document the actual administration of the drug or medication on the medication administration record; and
- v. document the incident in the daily log.

**Where any reaction to a drug or medication results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.**

#### **A drug or medication is administered to the wrong child.**

##### Roles and Responsibilities

1. The person in charge must immediately:
  - i. where applicable, follow the steps outlined above (a child has a reaction to administered medication); and
  - ii. contact the parents of the children affected to report the error;
  - iii. report the error to the director;
  - iv. document the incident in the daily log; and
  - v. administer the medication to the correct child

**Where any reaction to a drug or medication results in a life-threatening situation for the child, call emergency services and follow the serious occurrence policy and procedures.**

#### **Surplus or expired medication is on site.**

1. Where possible, the surplus or expired medication must be returned to a parent of the child.
2. Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will attempt to return unused drugs or medications to a local pharmacist for proper disposal
3. **Do not flush any drugs or medications down the toilet or sink or throw them in the garbage.**

#### **Additional Procedures**

- If a child arrives at the preschool without their medication, parents will be requested to bring it in if it must be taken within preschool hours. The same procedure will be followed as with procedure #2 above.
- Holistic, homeopathic medications and natural products will be encouraged to be administered at home but if they are required there must be a doctor's note. The same procedure will be followed as with procedures #1 and #2 above.

### **Appendix K: Allergy and Anaphylaxis Policy**

## **Policy**

To ensure that all parents/guardians/delegates/children/volunteers and students participating in the nursery school understand how allergies and children with high risk of anaphylaxis are managed in the nursery school environment.

## **Scope**

All Carp Cooperative Nursery School parents/guardians/delegates/children/volunteers and students.

## **Purpose**

Carp Cooperative Nursery School Inc. herein called the Nursery School, recognizes the potentially serious consequences of children with allergies. While the key responsibility lies with the anaphylactic individual and his/her family, in the case of a young anaphylactic child, the childcare community must also be aware. Creating an environment that reduces the risk of severely allergic or anaphylactic children requires the co-operation and understanding of all members of the Nursery School, including staff, volunteers, students, children, parents, guardians and/or delegates.

**The Nursery School does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. The Nursery School will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis with this policy and close monitoring of the school environment. NO PEANUT OR TREE NUT PRODUCTS ARE ALLOWED AT THE NURSERY SCHOOL AT ANYTIME.**

Reactions to allergens can trigger different responses from very mild to a severe potentially life-threatening condition known as anaphylaxis. "In Canada, the nine priority food allergens to trigger anaphylactic reactions are peanut and peanut by-products such as peanut oil and peanut butter, tree nuts, sesame seeds, milk, eggs, seafood (fish, crustaceans and shellfish), wheat, soy and sulphites (a food additive)"<sup>3</sup>.

Tree nuts are defined as walnuts, almonds, hazelnuts (Filberts), Brazil nuts, pecans, cashews, pistachio nuts, pine nuts (pignolias) and macadamia nuts.

Non-food items such as latex and bee stings can also bring about a life-threatening reaction.

## **Procedures / Guidelines**

### **Parents/Guardians/Delegates are responsible for:**

- Informing the Nursery School that his/her child, herein called the child, has allergies and is anaphylactic or potentially anaphylactic. This must be listed on the registration form and they must verbally notify the E.C.E. Teacher, herein called the teacher
- Providing a minimum of two (2) EpiPens to be left at the Nursery School

3 Canadian Food Inspection Agency website – [www.inspection.gc.ca](http://www.inspection.gc.ca)

- Replacing the EpiPens when the expiry date is reached

- Providing the nursery school with two (2) recent pictures of the child to be posted on the kitchen cupboard
- Signing **Consent for Emergency Administration of an EpiPen by Nursery School Personnel** form (annually) for the administration of the EpiPen. Both the Parent and Teacher must sign the consent form indicating this has been done
- Presenting a letter of explanation from their doctor or allergist should their child no longer be allergic or no longer require the use of an EpiPen so their name may be removed from the Nursery School's allergy list
- **Providing a snack for his/her child and sending it with the child to Nursery School daily**

**Carp Cooperative Nursery School Director & Teacher is responsible for:**

- Discussing the child's allergies with the Parent on admission to the Nursery School
- Ensuring that all staff, volunteers, students and Duty Parents are aware of these children. A list of all children with allergies will be posted on the kitchen cupboard with their picture. The posting shall include the picture of the child, their specific allergy or food restrictions, if an EpiPen is required and emergency contact information
- Ensuring that the two (2) EpiPens provided by the parents are stored hanging inside the kitchen cupboard door. Both EpiPens will be placed in a small coloured zippered bag and will be clearly labeled with the child's name and EpiPen expiry dates, specific allergy and a picture of the child.
- Ensuring that all duty parents are made aware of its location, and the location will be recorded on the allergy alert form
- Ensuring that posters describing the signs and symptoms of anaphylaxis and the use of the EpiPen are posted in plain site at all times
- Checking the EpiPens monthly to ensure they have not reached their expiry date. If an EpiPen has expired the Director/teacher will notify the parent that another is **required** prior to the next scheduled class
- Ensuring that all Nursery School staff, volunteers, students and Duty Parents have been provided a demonstration of the administration of the EpiPen, are prepared and ready at all times to administer the EpiPen and have signed off that they have been provided the demonstration and have the knowledge, skill and ability to administer the medication in the event it is required
- Ensuring that all parents/guardians/delegates have read and understood this policy – parents who refuse to sign the letter will not be allowed to act as a Duty Parent. Parents must sign off on this policy at the time of registration
- Ensuring the policy is reviewed annually
- Ensuring the policy is adhered to

**Treatment Protocol & Responsibilities of the Duty Parent:**

- There are no contraindications or hesitation into use of an EpiPen (epinephrine) for a potentially life-threatening allergic reaction
- Give injection immediately and note time of administration
- The Teacher will stay with the affected child
- The Program assistant will call 911 immediately

- The Program assistant will contact the parent/guardian/delegate of the affected child immediately after placing the 911 call. If the parent/guardian/delegate is not available at any of the contact numbers, the Program assistant will contact the Emergency Contact as listed on the Emergency Card
- Administer a second EpiPen if there is no improvement in the child's symptoms and the Emergency Personnel have not arrived
- Regardless of the degree of the reaction or response to the epinephrine, the child is taken to an Emergency Room by Ambulance. The Duty Parent or the PA must go with them if the Parent is not present at the time of the ambulances' departure. The teacher will stay at the Nursery School with the rest of the class
- The Duty Parent or PA will stay with the child at the hospital until the parent arrives. The EpiPen(s) that was/were administered will be taken along to the hospital.
- The Teacher will file a Serious Occurrence Report before the end of day and it will be filed with the Child's registration package
- The Teacher will call the Duty Parent and the parents of the child to determine if a debriefing session is required/requested.

Each EpiPen Auto-Injector contains a single dose of a medicine called epinephrine, which you inject into your outer thigh. **DO NOT INJECT INTO YOUR BUTTOCK**, as this may not be effective for a severe allergic reaction. In case of accidental injection, please seek immediate medical treatment.<sup>4</sup>



### **Symptoms of an Allergic Reaction**

A person experiencing an allergic reaction may have any of the following symptoms:

- Flushing – warmth, redness of the skin
- Itching
- Hives
- Hoarseness, difficulty breathing, speaking or swallowing
- Swelling of the eyes, face, lips, throat and/or tongue
- Anxiousness, distress, faintness, paleness
- Sense of doom
- Weakness +/- a loss of consciousness
- Vomiting<sup>4</sup>

## Appendix L: Playground Safety Policy

### Policy

To ensure that all parents/guardians/delegates/children/volunteers and placement students participating in the nursery school understand the scope of playground supervision and all procedures related to this supervision.

### Scope

All Carp Cooperative Nursery School parents/guardians/delegates/children/volunteers and placement students.

### Purpose

Since 1990, there has been a voluntary standard in Canada for play spaces and equipment. The Canadian Standards Association (CSA), in consultation with industry, consumer groups and government agencies, has developed a standard for public play spaces. The standard was updated in 1998 and was republished under the title CAN/CSA-Z614 Children's Play spaces and Equipment<sup>1</sup>. The standard **only** covers installed after it was published. Caregivers and teachers must ensure children are safe on the playgrounds. The most recent update was 2007.

### Parents/Guardians/Delegates/Volunteers & Placement Students are responsible for:

- Keeping a close eye on all the children while in the playground
- Moving around the yard regularly
- Staff/Parent etc. ratios cannot be reduced on the playground at any time – must comply with ratios set out in the Child Care and Early Years Act (CCEYA)<sup>2</sup>
- Ensuring the following playground rules are obeyed:
  - No pushing, shoving or horseplay
  - Teach the children how to play safely
  - Know where the first aid kit is located
  - Report serious occurrences immediately
  - Staff/Parents should check children with loose clothing, scarves, hats, ties, jewelry, etc for safety
- Ensuring that a Playground Safety Log is completed in the event of any occurrence. The report includes the date of the occurrence, name of the child involved, how occurrence happened, staff/parent etc., action, safety implementation, and staff/parent etc., members on duty.

### Carp Cooperative School Director is responsible for:

- Completing a daily inspection which includes documentation of the following:
  - Gate and fence secured
  - Garbage and litter removed
  - Sand area clear of debris
  - In winter, inspect for unsafe ice build up, clear ice
  - Check for damage caused by vandalism

- Monthly inspections to be done at the first of every month or the Monday closest to that date. Monthly inspections include daily inspection list and:
  - Check fencing, gates and sandbox enclosure
- Seasonal inspection to be done with Director and one parent in the months of September, December, March and June. This inspection will include the daily inspection list, monthly inspection list, which includes:
  - Checking all the fencing and gates as seasonal changes can cause shifting
  - Regular maintenance of the sand area (raking) must be provided on an ongoing basis to ensure adequate shock absorption
- The President should be notified immediately and inform the maintenance person to complete the desired maintenance required
- Completing an annual inspection in the fall prior to the commencement of the school year. Inspections will be completed by the Director and the President. The inspection will include the daily inspection list, monthly inspection list, seasonal inspection list and include inspection of summer maintenance. Summer maintenance includes:
  - Weeding of sand area
  - Lawn mowing
  - Tree pruning
  - Checking all surfaces to provide acceptable shock-absorbing performances as set out in the Standard, regardless of the age of the site

This requirement means that regular maintenance of surfaces (raking, lifting, re-distributing) must be provided on an ongoing basis. If any changes have occurred to the playground an inspection will be completed by a certified CSA inspector and the Director. Inspections by the CSA Inspector will include a comprehensive written report. The report will include the date, time and weather conditions during inspection. The report will also include the following:

- Analysis of age appropriateness of equipment and site
- Impact shock-absorbing performance test results
- Assessment of the critical fall heights
- Analysis of the entrapment areas
- Conditions of retaining wall surrounding the zone
- Detailed check of all inspection categories listed in Appendix 131.2, 132 and 133 of the CSA Standard document

Safety recommendations regarding CSA compliance and potential retrofit and upgrades for further consideration will be recorded immediately. If any repairs are required, the President will contact the maintenance person to do any necessary repairs.

- Ensuring the policy is reviewed annually
- Briefing all parents on the policy at orientation in September prior to school commencement.

## **Appendix M: Behaviour Management Policy**

### **Policy**

To ensure that all parents/guardians/delegates/children/volunteers and students participating in the nursery school understand what behaviour is acceptable in the nursery school environment and how behaviour outside of these parameters is managed.

### **Scope**

All Carp Cooperative Nursery School parents/guardians/delegates/children/volunteers and students.

### **Purpose**

To provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment. The aim is to encourage children to behave in a developmentally appropriate manner.

### **Procedures / Guideline**

- Carp Cooperative Nursery School has a named person who has overall responsibility for issues concerning behaviour
- The named person is required to:
  - keep him/herself up-to-date with legislation, research and thinking on handling children's behaviour;
  - access relevant sources of expertise on handling children's behaviour
- All staff, volunteers and students must provide a positive model of behaviour by treating children/parents/guardians/delegates and one another with friendliness, care and courtesy
- All staff, volunteers and students must use positive strategies for handling unacceptable behaviour by helping children find solutions in ways which are appropriate for the children's ages and stages of development
- New staff, support services and volunteers are familiarized with the nursery school's behaviour policy. All participants in the school must acknowledge their understanding of said policy by signing a copy of the policy which is kept on file at the nursery school
- We provide an environment which encourages desirable behaviour
- We praise and endorse desirable behaviour such as kindness and willingness to share
- We recognize that codes for interacting with other people vary between cultures and we require staff to be aware of – and respect – those used by members of the nursery school
- We work in partnership with children's parents. Parents are regularly informed about their children's behaviour. We work with parents to address recurring unacceptable behaviour, using objective observation records to help us understand the cause and decide jointly how to respond appropriately. In cases of persistent misbehaviour which interferes with the physical or emotional safety of children in the program the school would require daily supervision from a parent or withdrawal from the school.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) will be recorded in the log book. A parent will be notified on the same day.

**Bullying:** Involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously. If a child bullies another child or children:

- We intervene to stop the child harming the other child or children
- We give reassurance to the child or children who have been bullied
- We explain to the child doing the bullying why his/her behaviour is inappropriate
- We help the child who has done the bullying to say sorry for his/her actions and discuss alternative strategies
- We acknowledge and encourage all children when they display appropriate behaviour
- We do not label children who bully; when children bully, we discuss what happened with their parents/guardians/delegate and work out with them a plan for handling the child's behaviour and work with them to develop a plan to encourage appropriate behaviour
- When children have been bullied, we share what has happened with their parents/guardians/delegate, explaining that the child who did the bullying is being helped to adapt more acceptable ways of behaving
- We also provide children with strategies to deal with bullies

**Carp Cooperative School Director is responsible for:**

- Ensuring the policy is reviewed with employees before they begin their employment and at minimum annually afterwards; and with parents/guardians/delegates/ volunteers or placement students who will be providing care or guidance at the nursery school before they begin providing that care or guidance and at minimum annually afterwards
- Ensuring the policy is reviewed annually
- Ensuring that every household with a child in the school has signed off on this policy during the registration policy.

**Prohibitive Practices:**

Carp Cooperative Nursery School abides by the regulations set out in the Child Care & Early Years Act and follows the prohibited practices as set out in Section 48 of the Act: 48.

No licensee shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premise where it oversees the provision of child care,

- a) corporal punishment of the child.
- b) physical restraint of a child, such as confining the child to a highchair, car seat, stroller or other devices of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
- c) deliberate use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame hurting themselves or someone else, or frighten the child or undermine his or her self-respect, dignity or self worth (d) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- d) locking the exits of the childcare centre or home childcare 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.
- e) inflicting any bodily harm on children including making children eat or drink against their will.

Failure to comply with the Behavior Management Policy may result in immediate disciplinary action which may include: verbal warning, written warning, dismissal and/or expulsion depending on circumstances.

## Appendix N: Serious Occurrences Policy

Serious occurrence is defined as,

- a) the death of a child who received childcare at CCNS whether it occurs on or off the premises,
- b) abuse, neglect or an allegation of abuse or neglect of a child while receiving care at CCNS,
- c) a life-threatening injury to or a life-threatening illness of a child who receives care at CCNS,
- d) an incident where a child who is receiving care at CCNS goes missing or is temporarily unsupervised,  
or
- e) an unplanned disruption of the normal operations of the centre that poses a risk to the health, safety or wellbeing of children receiving care at CCNS. (This includes: fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown or other emergency relocation or temporary closure)

Should a child become seriously injured or ill:

- The teacher applies first aid and remains with the child.
- The program assistant telephones 911 and then the child's parents or the emergency contact for the injured/ill child to inform them of the situation and the action being taken (ex. ambulance called, etc)
- The program assistant removes a copy of the child's Emergency Information Form in case the child must be transported to the hospital. (located in the black emergency pack and also in the office files).
- The Duty Parent gathers the other children in the program away from the injured/ill child and remains with the children until they are told otherwise.

\*If, due to low enrollment, there is no duty parent at the time of a serious occurrence, the program assistant is also responsible for supervising the other children.

Should the death of a child occur at CCNS, emergency services and the parents will be contacted.

An allegation of abuse or neglect will give rise to a duty of report that a child may be in need of protection. If a staff member suspects that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act. The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf. A report to a children's aid society must be made for all situations where a child is, or may be, in need of protection, no matter where the alleged abuse or neglect took place. However, staff are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the childcare centre. As registered early childhood educators (RECEs) we are expected to be accountable for our actions and to abide by the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws and policies that are relevant to our professional practice.

In the case of an incident where a child goes missing, our procedure is as follows:

- Alert all staff
- Immediately search the nursery school premises, including outdoor areas (e.g. playground and surrounding area)
- Have a staff member who is not searching the premises alert the child's parents if they are not found immediately.
- Advise the police by telephone.

In the case of an incident of fire, flood, a gas leak, detection of carbon monoxide or a lockdown, the appropriate emergency services will be contacted. (for example, fire or police department). The Director:

- Ensures that all persons having knowledge of the serious occurrence remain at the site until excused.
- Contacts the President of the Nursery School Executive.
- Reports the incident to the Program Advisor at the Ministry of Education within 24 hours through CCLS or if they are unable to access it, they must notify the program supervisor by telephone or email.
- a summary of the report and of any action taken as a result will be posted for at least 10 business days in a conspicuous place at the nursery school; and the report and the summary of the report are each kept on file at the nursery school.
- An annual analysis of all serious occurrences that occurred in the previous year at the nursery school will be conducted and we will keep records of the actions taken in response to the analysis.

Serious occurrence notification forms are kept for at least three years on file at the nursery school.

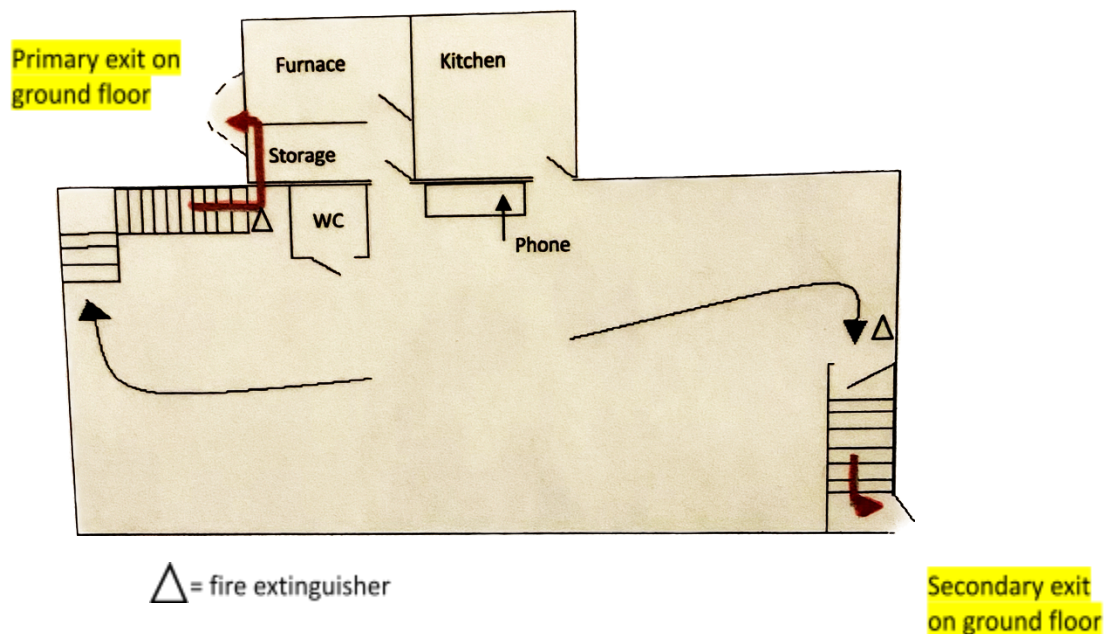
## Appendix O: Fire Safety Plan

### Evacuation Guidelines

- The method of alerting the children in the event of the fire is: whistle, building fire alarm system etc.
- If conditions permit, children may be allowed to get their outdoor clothing on.
- Children shall be instructed to keep in line, to avoid crowding, and to the best of their ability to refrain from talking.
- Staff members will ensure that their respective areas are clear of all children, employees and visitors.
- As rooms are cleared, doors must be closed.
- Children are to be assembled at a safe, predetermined location and a roll call taken.
- Call the Fire Department from an area of safety. **DO NOT ASSUME THIS HAS ALREADY BEEN DONE.** Know and give the correct address and location of fire in the building.
- A current attendance record is to be kept, removed during evacuation and given to the Fire Department Officer in charge on his arrival along with the Fire Safety Plan and building keys.
- Do not return to the building until it is declared safe to do so by the Fire Chief.
- Where **HANDICAPPED CHILDREN** are cared for, sufficient staff shall be present during the period the children are in the center to escort them to safety.

### Evacuation Plan

- Based upon the Evacuation Guidelines, the following procedures and duties are in effect at this daycare facility:



**In case of Fire:**

- Alert all occupants and staff
- Evacuate through nearest exit
- Close all doors but do not lock
- Call 911 – give location (3774 Carp Road.)
- Use extinguishers only if fire is small. If fire cannot be controlled follow steps above.

**Supervisory Staff:**

- Ensure all occupants have been evacuated promptly
- Ensure 911 has been notified and provide access information to them when they arrive

**Fire Safety Procedure**

A detailed Fire Safety procedure is strictly followed by the staff of the Carp Cooperative Nursery School. This includes the roles of the supervisory staff and staff, fire drill procedures and a schedule for the maintenance of fire protection equipment. This procedure is available upon request – please ask the teacher for a copy if you would like to see it.

## Appendix P: Emergency Management Policy

### Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

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

### Definitions

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the childcare premises and/or resume normal operations.

*Authority:* A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

*Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole childcare centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

*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 childcare centre.

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

*Meeting Place:* the designated safe place near the childcare centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the childcare centre if evacuation is not necessary.

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

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the childcare premises.

### Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at: St. Paul's United Church.

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at: St. Paul's United Church

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the director will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the director in the daily written record.

#### **Additional Policy Statements**

E.g. regular drills with staff for training/practice, emergency bag preparation, etc.

Evacuation drills will be held with the staff every three months and an emergency kit will be prepared and available.

**Procedures Phase 1: Immediate Emergency Response**

Emergency Situation	Roles and Responsibilities
<p><b>Lockdown</b> When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<p>The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</p> <p>Staff inside the childcare centre must:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● gather all children and move them away from doors and windows;</li> <li>● take children’s attendance to confirm all children are accounted for;</li> <li>● take shelter in closets and/or under furniture with the children, if appropriate;</li> <li>● keep children calm;</li> <li>● ensure children remain in the sheltered space;</li> <li>● turn off/mute all cellular phones; and</li> <li>● wait for further instructions.</li> </ul> <p>If possible, staff inside the program room(s) should also:</p> <ul style="list-style-type: none"> <li>● close all window coverings and doors;</li> <li>● barricade the room door;</li> <li>● gather emergency medication; and</li> <li>● join the rest of the group for shelter.</li> </ul> <p>The teacher will immediately:</p> <ul style="list-style-type: none"> <li>● close and lock all childcare centre entrance/exit doors, if possible; and take shelter.</li> </ul> <p><b>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</b></p>

<p><b>Hold &amp; Secure</b></p> <p>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<p>The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</p> <p>Staff inside the childcare centre must:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● take children’s attendance to confirm all children are accounted for;</li> <li>● close all window coverings and windows in the program room;</li> <li>● continue normal operations of the program; and</li> <li>● wait for further instructions.</li> </ul> <p>The teacher must immediately:</p> <ul style="list-style-type: none"> <li>● close and lock all entrances/exits of the child care centre;</li> <li>● close all blinds and windows outside of the program rooms; and</li> <li>● place a note on the external doors with instructions that no one may enter or exit the child care centre.</li> </ul> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>
<p><b>Bomb Threat</b></p> <p>A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>The staff member who becomes aware of the threat or a volunteer parent must:</p> <p>remain calm;</p> <ul style="list-style-type: none"> <li>● call 911 if emergency services is not yet aware of the situation;</li> <li>● follow the directions of emergency services personnel; and</li> <li>● take children’s attendance to confirm all children are accounted for.</li> </ul> <p>Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>

<p><b>Disaster Requiring Evacuation</b></p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</p> <p>Staff must immediately:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● gather all children, the attendance record, children’s emergency contact information any emergency medication;</li> <li>● exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions;</li> <li>● escort children to the meeting place; and</li> <li>● take children’s attendance to confirm all children are accounted for;</li> <li>● keep children calm; and</li> <li>● wait for further instructions.</li> </ul> <p>If possible, staff should also:</p> <ul style="list-style-type: none"> <li>● take a first aid kit; and</li> <li>● gather all non-emergency medications.</li> </ul> <p>Designated staff will:</p> <ul style="list-style-type: none"> <li>● help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and</li> <li>● in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> </ul> <p>If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe place and ensure their required medication is accessible, if applicable; and wait for further instructions.</p> <p>If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
--	--

<p><b>Disaster – External Environmental Threat</b></p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <p>Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>Staff must immediately:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● take children’s attendance to confirm all children are accounted for;</li> <li>● close all program room windows and all doors that lead outside (where applicable);</li> <li>● seal off external air entryways located in the program rooms (where applicable);</li> <li>● continue with normal operations of the program; and</li> <li>● wait for further instructions.</li> </ul> <p>The teacher must:</p> <ul style="list-style-type: none"> <li>● seal off external air entryways not located in program rooms (where applicable);</li> <li>● place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and</li> <li>● turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</li> </ul> <p><b>If emergency services personnel otherwise direct the child care centre to evacuate,</b> follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p><b>Natural Disaster: Tornado / Tornado Warning</b></p>	<p>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>Staff must immediately:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● gather all children;</li> <li>● go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</li> <li>● take children’s attendance to confirm all children are accounted for;</li> </ul>

	<ul style="list-style-type: none"> <li>● remain and keep children away from windows, doors and exterior walls;</li> <li>● keep children calm;</li> <li>● conduct ongoing visual checks of the children; and</li> <li>● wait for further instructions.</li> </ul>
<p><b>Natural Disaster:</b> <b>Major Earthquake</b></p>	<p>Staff in the program room must immediately:</p> <ul style="list-style-type: none"> <li>● remain calm;</li> <li>● instruct children to find shelter under a sturdy desk or table and away from unstable structures;</li> <li>● ensure that everyone is away from windows and outer walls;</li> <li>● help children who require assistance to find shelter;</li> <li>● for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;</li> <li>● find safe shelter for themselves;</li> <li>● visually assess the safety of all children.; and</li> <li>● wait for the shaking to stop.</li> </ul> <p>Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.</p> <p>Once the shaking stops, staff must:</p> <ul style="list-style-type: none"> <li>● gather the children, their emergency cards and emergency medication; and</li> <li>● exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</li> </ul> <p>If possible, prior to exiting the building, staff should also:</p> <ul style="list-style-type: none"> <li>● take a first aid kit; and</li> <li>● gather all non-emergency medications.</li> </ul> <p>Individuals who have exited the building must gather at the meeting place and wait for further instructions.</p> <p>Designated staff will:</p> <ul style="list-style-type: none"> <li>● help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and</li> <li>● in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> </ul>

	<p>If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe place and ensure their required medication is accessible, if applicable; and wait for further instructions.</p> <p>The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</p>
--	---

**Additional Procedures for Immediate Emergency Response**

E.g. assisting other program rooms during an emergency, etc.

- Notify church staff if they are in the building

**Phase 2: Next Steps During the Emergency**

1. Where emergency services personnel are not already aware of the situation, the teacher must notify emergency services personnel (911) of the emergency as soon as possible.
2. Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
3. If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Numbers:	
Local Police Department	911
Ambulance	911
Local Fire Services	911
Site Supervisor	N/A
Licensee Contact(s)	Alyson Carroll (613) 787-4081
Child Care Site Designate	N/A
CCNS President	Emily Pym (613) 864-5861

4. Where any staff, students and/or volunteers are not on site, the teacher must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.

The teacher must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed. Throughout the emergency, staff will:

- help keep children calm;
- take attendance to ensure that all children are accounted for;
- conduct ongoing visual checks and head counts of children;
- maintain constant supervision of the children; and
- engage children in activities, where possible.

5. In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</li> <li>2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</li> <li>3. Staff must:               <ol style="list-style-type: none"> <li>a. take attendance to ensure all children are accounted for;</li> <li>b. escort children back to their program room(s), where applicable;</li> <li>c. take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>d. re-open closed/sealed blinds, windows and doors.</li> </ol> </li> <li>4. The director will determine if operations will resume and communicate this decision to staff.</li> </ol>
<b>Communication with parents/guardians</b>	<ol style="list-style-type: none"> <li>1. As soon as possible, the teacher must notify parents/guardians of the emergency situation and that the all-clear has been given.</li> <li>2. Where disasters have occurred that did not require evacuation of the child care centre, the director must provide a notice of the incident to parents/guardians by the end of the day.</li> <li>3. If normal operations do not resume the same day that an emergency situation has taken place, the director must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>

<b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</li> <li>2. Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</li> <li>3. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.</li> <li>4. The director will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</li> <li>5. Upon arrival at the evacuation site, staff must: <ol style="list-style-type: none"> <li>a. remain calm;</li> <li>b. take attendance to ensure all children are accounted for;</li> <li>c. help keep children calm;</li> <li>d. engage children in activities, where possible;</li> <li>e. conduct ongoing visual checks and head counts of children;</li> <li>f. maintain constant supervision of the children;</li> <li>g. keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li> </ol> </li> <li>6. remain at the evacuation site until all children have been picked up.</li> </ol>
<b>Communication with parents/guardians</b>	<ol style="list-style-type: none"> <li>1. Upon arrival at the emergency evacuation site, the teacher will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</li> <li>2. Where possible, the director will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</li> </ol>

**Additional Procedures for Next Steps During an Emergency**

E.g. documenting children’s accidents/injuries, providing water and/or snacks, etc.

Any accidents or injuries to children or staff that occurred during the emergency will be documented and filed as serious occurrences with the Ministry of Education. Consequently, the program advisor will be notified.

**Phase 3: Recovery (After an Emergency Situation has Ended)**

<p><b>Procedures for Resuming Normal Operations</b> E.g. where, applicable, reopening the child care centre,</p>	<p>The program advisor at the Ministry of Education will be notified immediately after an emergency situation.</p> <p>Depending on the emergency situation, a temporary location may be used or the school will be closed if necessary.</p> <p>The school’s insurance company will be notified if necessary.</p> <p>Other people associated with CCNS will be debriefed ( Eg: church staff, CISS, OCTC, etc) if necessary.</p>
<p><b>Procedures for Providing Support to Children and Staff who Experience Distress</b></p>	<p>After an emergency situation, CCNS will enlist the help of local resources to provide support for those who experience stress, if necessary.</p> <ul style="list-style-type: none"> <li>● Trauma Counselling Family Therapy (Ottawa &amp; Nepean)- 613-287-3799</li> <li>● Saterra Psychological &amp; Counselling Services(Stittsville)- 613-831-8181</li> <li>● Crisis Line- 613-722-6914 (Ottawa); 1-866-996-0991 (Outside Ottawa)</li> </ul> <p>Website for helping children cope with trauma; <a href="https://childmind.org/guide/helping-children-cope-traumatic-event/">https://childmind.org/guide/helping-children-cope-traumatic-event/</a></p> <ul style="list-style-type: none"> <li>● Local Clergy: St. James Anglican Church -613-839-3195</li> <li>● Canadian Red Cross: Ottawa Branch- 613-740-1900</li> </ul>
<p><b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b> Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>Debriefing Staff: Within 24 hours, the director will contact the staff and discuss what happened during the emergency with details such as who was called (police, ambulance, Red Cross, for example), if there was an evacuation, and the after affects (damage to the school, for example). They will also be updated as to whether the school needs to be closed, estimates on how long or whether we need to relocate. Staff will be required to uphold confidentiality.</p> <p>Debriefing Parents: Within 24 hours, the director will contact the school’s parents and discuss what happened during the emergency with details such as who was called (police, ambulance, Red Cross, for example), if there was an evacuation (to our safe place, St. Paul’s church, for example) and the after effects (damage to the school, for example). This depends on the nature of the emergency that took place. They will be reassured that we accounted for all the children and did our best to keep them safe and calm at all times. They will also be given updates as to whether the school needs to be closed, estimates on how long or whether we need to relocate.</p> <p>When debriefing parents, confidentiality will be upheld. (For example, names of children/ adults injured or fatalities will not be disclosed)</p> <p>Debriefing Children: the teacher a will set aside a time shortly after the emergency to explain to the children what happened. This will be done in a manner that is</p>

	<p>appropriate for young children. We will provide them with opportunities to talk about what they went through and what they think about it. It is important to acknowledge their fears, give them comfort and to let them know that they are safe and so are their family and friends.</p> <p>Children react, in part, to what they see from adults around them so it is important to remain calm and confident and provide the best support possible.</p> <p>After a traumatic event, children can experience a wide range of emotions and their behaviour may change as a result. Some children react right away, while others may show signs of difficulty later. It is important to be aware of this and to help the children cope (or provide resources, such as therapy, that could help). It is also a benefit to maintain familiar routines and give them a sense of stability</p>
--	--

The preschool director will immediately notify the Program Advisor from the Ministry of Education when a report from the local authorities includes an order or direction that has been given, or when enforcement action has been taken. This will be done within 2 business days. Reports will be maintained on the preschool premises.

## **Appendix Q: Monitoring Compliance and Contraventions**

With respect to compliance of the school's policies, procedures and individualized plans, staff, students and volunteers will be observed by the director on an on-going basis during daily interactions in the classroom. They will be encouraged to continue implementing the approaches outlined in our program statement. Through team meetings and peer coaching, staff, students and volunteers will be supported in putting CCNS goals into effect. We will record that all policies reviewed. Compliance will also be recorded in an observation logbook and will be stored in a secure location for at least three years from the date of creation.

With respect to contraventions of the school's policies, procedures and individualized plans, staff, students and volunteers will also be observed by the director on an on-going basis during daily interactions in the classroom. A record will be kept of any contraventions in our observation logbook. This log will be reviewed monthly with each employee, volunteer or student. Our primary purpose is to assist them to understand that the requirements have not been met and that there is an opportunity for improvement.

The director will:

- review the policy with the person in question and make sure they fully understand the requirements.
- if necessary, mentor the person during daily interactions and provide feedback
- In the case of further contraventions, have the situation addressed with the CCNS executive.

With respect to contraventions to Prohibitive Practices, the director will follow the same steps as previously mentioned. However, if the staff, student or volunteer continues any of the Prohibitive Practices, they will be dismissed from the nursery school.

## **Appendix R: Supervision of Volunteers and Students Policy**

The Carp Cooperative Nursery School values the support given by volunteers and students to our program.

Volunteers and students (over 19 years of age) are required to provide a Police Vulnerable Sector check, as stated in Ontario General 137115 made under the Child Care and Early Years Act (CCEYA), 2014, before participating in any of our programs. High school students (under 18 years old) completing community service hours and co-op placements are not required to provide a PVSC, as stated in Ontario General Regulation 137115 made under the CCEY A, 2014.

Every volunteer or student who is on an educational placement or regularly on the premises is required to have a health assessment and immunization as directed by the local medical officer of health.

Volunteers and students may not be left alone with a child at any time.

The supervision and orientation of volunteers and students will be conducted by the co-directors of the program where the volunteers and students are participating.

Volunteers and students may not be counted in the staffing ratio.

All volunteers and students are required to read and sign off on the following policies and procedures before interacting with children and annually thereafter: Behavior Management Policy (including Prohibitive Practices), Playground Safety Policy, CCNS Program Statement review and Implementation Policy, Anaphylaxis Policy, Health and Safety/Sanitation Policy, Serious Occurrence Policy, and the Criminal Reference check/Vulnerable Persons Policy. They must also be aware of the schools Fire Safety Plan.

## **Appendix S: Parent Issues and Concerns Policy**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

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

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

### **General**

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

**Communicating Concerns:**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room Related</b> E.g: schedule, toilet training, indoor/outdoor program activities, snack time, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>● the classroom staff directly OR</li> <li>● the President of the Executive Committee</li> </ul>	<p>1. Address the issue/concern at the time it is raised OR arrange for a meeting with the parent/guardian within 5 business days.</p>
<p><b>General, Centre- or Operations-Related</b> E.g: School fees, hours of operation, staffing, waiting lists, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>● the President of the Executive Committee</li> </ul>	<p>2. Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>● the date and time the issue/concern was received;</li> <li>● the name of the person who received the issue/concern;</li> <li>● the name of the person reporting the issue/concern;</li> </ul>
<p><b>Staff-, Duty parent-, Director, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>● the individual directly OR</li> <li>● the director or the President of the Executive Committee</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the director as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <li>● the details of the issue/concern; and</li> <li>● any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>3. Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>● the staff responsible for supervising the volunteer or student OR</li> <li>● the President of the Executive Committee</li> </ul> <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 supervisor as soon as parents/guardians become aware of the situation.</p>	<p>4. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>5. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the executive board members.

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.

**Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Alyson Carroll (program advisor for CCNS): [Alyson.carroll@ontario.ca](mailto:Alyson.carroll@ontario.ca) ; 613 787-4081