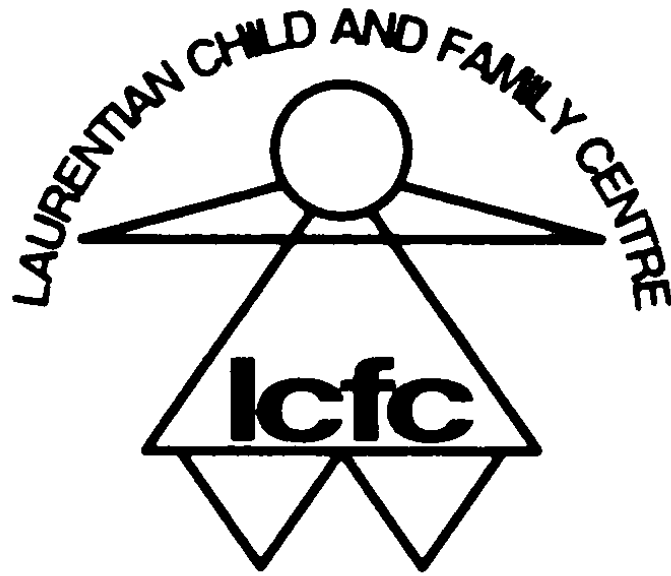




Laurentian Child and Family Centre  
935 Ramsey Lake Rd  
Sudbury, ON  
P3E 2C6  
(P) 705-673-6543

# PARENT HANDBOOK



[www.daycaresudbury.ca](http://www.daycaresudbury.ca)

[www.daycaresudbury.com](http://www.daycaresudbury.com)



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## **Welcome**

We are pleased to welcome your family to Laurentian Child and Family Centre. We trust that your child will enjoy his/her experience at our Centre.

The Laurentian Child and Family Centre is a non-profit Centre, incorporated through the Ministry of Education. Our Centre serves children from birth to three years on a full-time basis. We also provide a program for children aged four to twelve years before and after school, during PA days, March Break, and summer months. Our total capacity is 74 children.

Our childcare services are available Monday through Friday, year-round, excluding all statutory holidays.

Laurentian Child and Family Centre is open at 7:00 am and closes promptly at 5:30 pm.



## PHILOSOPHY

Laurentian Child and Family Centre strives to provide a positive learning environment for your child, to enhance his or her level of development through play experiences with the guidance of specially trained Registered Early Childhood Educators.

Our goal is to provide a secure and safe learning environment through enjoyable experiences.

### Our Mission, Vision & Core Values

Our Centre strives to provide quality childcare, which supports and assists the child's physical, emotional, social, intellectual development, and well-being, and supports the family in its child-rearing role.

We are a non-profit, participating organization with an open access policy, meaning children of all cultures, religions, physical and mental abilities are welcome. We will provide an environment which contributes to the optimal growth of the individual child. The child's family, community and caregivers are all valued and integral parts of this environment.

**Mission:** Educating, caring for and supporting children and their families

**Vision:** A centre that values all children and ensures every child belongs

**Values:**

- ~ Child focused
- ~ Adherence to current legislation
- ~ Creative & innovative
- ~ Fiscal responsibility
- ~ Community partnership
- ~ Staff recognition



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## Laurentian Child and Family Centre

### PROGRAM STATEMENT

Laurentian Child and Family Centre (LCFC) is a non-profit child care centre, licensed by the Ontario Ministry of Education. Our programs are guided by The Ontario Ministry of Education's document "How Does Learning Happen? Ontario's Pedagogy for the Early Years" (2014) which outlines that a sense of **belonging, well-being, engagement**, and opportunities for **expression** provide a strong foundation for learning. We recognize children are **competent, capable, curious**, and **rich in potential**. Working in **collaboration** with children and their **families**, our Registered Early Childhood Educators (RECEs) strive to provide an environment where the foundations for learning are met with ample opportunities for **play** and **exploration**. RECEs adhere to the College of Early Childhood Educators Code of Ethics and Standards of Practice which outlines their responsibilities to children, families, their colleagues, their profession, the community and to society.

**Laurentian Child and Family Centre is dedicated to:**

**Promoting the health, safety, nutrition and well-being of children. Encouraging children to interact and communicate in a positive way and supporting their ability to self-regulate.**

- We aim to meet or exceed licensing requirements set out under the Child Care and Early Years Act.
- Our on-site cook prepares delicious and nutritious snacks and lunches in accordance with Canada's Food Guide.
- "Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills." (How Does Learning Happen? p.7) Educators work with children and families to promote a sense of belonging, help children to develop a positive sense of self, and develop self-care skills. "Educators can play an important role in supporting self-regulation by providing environments that reduce stressors while recognizing and supporting children's efforts and increasing ability to self-regulate." (HDLH p.30)

**Fostering children's exploration, through child-initiated and adult-supported experiences, play and inquiry. Planning for and creating positive learning environments and experiences in which each child's learning and development is supported through indoor and outdoor play, including active play, rest and quiet time.**

- Educators assess the interests of the children by observing, questioning, and documenting. Based on these observations, activities and the environment are modified to meet the interests of the children and to support them in their learning and development.
- Each program has areas for quiet play as well as opportunities for gross motor play.



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- We play outside every day, weather permitting. Outdoors, we offer grassy hills for climbing, rolling, and running (or sliding in the winter), sand to dig and build in and we are very fortunate here on campus to have access to lots of green space, beautiful trails and a community garden.

**Supporting positive and responsive interactions among children, parents, and staff. Fostering the engagement of and ongoing communication with parents about the program and their children.**

- “Fostering good relationships with children and their families is the single most important priority for educators in early years programs.” (HDLH p.24) “Building relationships takes time, flexibility and a willingness to stop, listen and be present in the moment.” (College of Early Childhood Educators Practice Guideline: Supporting Positive Interactions with Children p.3)
- We encourage regular ongoing communication with families regarding the children and our programs. Infant, toddler, and preschool programs record daily observations with regards to eating, sleeping and toileting and all programs make curriculum plans with notes regarding the children’s interests and activities accompanied by pictures, artwork and learning stories.
- Parents receive monthly e-newsletters to summarize some of the activities the children have been involved in and to inform them of upcoming events and how they can become involved.
  - We welcome the opportunity for discussion with parents.

**Involving local community partners who support the children, their families and staff and support Early Childhood Educators in engaging in continuous professional learning.**

We work in conjunction with several community partners.

- We are guided and inspected by the Sudbury District Health Unit.
- We receive support, guidance, and feedback from Program Quality Coordinators with the Children Services Section of the Greater City of Sudbury.
- We receive support relating to all areas of development for staff, children and families through Child and Community Resources.
- Being on campus we benefit greatly from collaborating with faculty and departments to learn from each other and we seek to continue building these partnerships.
- As Registered Early Childhood Educators, we actively engage in continuous professional learning through partnerships, workshops and independent study and foster the development of Early Childhood Education students through supervised placement experience.

**This Program Statement is a living document and as Laurentian Child and Family Centre changes and grows the expectation is for this program statement to change and grow with it. The strategies outlined are to be reviewed on a regular basis, and to be updated as needed to keep up with best practices.**



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## Parent Involvement

Laurentian Child and Family Centre is governed and operated by its members. Membership is granted to parents and guardians of a child accepted for enrolment upon completion of admission requirements as per City of Greater Sudbury's child registry.

The members at an annual general meeting in May, elect a Board of Directors. It is responsible for the over-all direction of the Centre. The Board is the policy making body for the Centre which makes decisions consistent with the By-Laws and Standing Rules found in the Constitution. This Constitution is available to any member upon request from the Centre Director.

Questions, concerns, and ideas should be brought to the Centre Director's attention. If the matter is not resolved, a written submission may be made to the Board of Directors. Communication to all members of the Board may be made through the office.

General membership meetings are held annually and all members are encouraged to attend. Written notice is given at least five (5) days before the meeting.

We believe that childcare is a family affair, and the quality of our program is enhanced by your involvement.



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## STAFF

Research shows that staffing is the primary indicator of a quality program. Our qualified staff at Laurentian Child and Family Centre has a long-time reputation for creating a home-like atmosphere that is nurturing and consistent with philosophies in Early Childhood Education. All staff members are certified in First Aid/CPR, and are immunized as recommended by the local medical officer of health and must be a member in good standing with the College of Early Childhood Educators. As members of the College of Early Childhood Educators, our staff is committed to a Code of Ethics and Standards of Practice as set out by the College. This information is available on the College of Early Childhood Educators website:  
<http://collegeofece.on.ca>.

### **CENTRE DIRECTOR**

who is responsible for meeting your family's needs by ensuring a quality child care setting. The Centre Director is also responsible for the staff and over all programs. She/he interacts with the children on a regular basis.

### **ASSISTANT CENTRE DIRECTOR**

who is responsible for overseeing daily routines and child/staff ratios. She/he offers support by assisting with business matters related to the Centre, and is in the program as required.

### **COOK**

who is responsible for all food planning, shopping, and preparation of meals, as well as maintaining a healthy and sanitary environment.

### **REGISTERED EARLY CHILDHOOD EDUCATORS**

who provide a safe, fun-filled learning environment for the children enrolled in the program.

A number of volunteers or students in Early Childhood Education may also be assisting in the playrooms with the children. They are under the supervision of a qualified educator.





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## FEE STRUCTURE

Please see the office for current fee structure

Fees are payable one month in advance and are non-refundable. Parents receive a bill at the beginning of each month, and payment is required within five business days of that month. Payments received after five days are subject to a %5 late payment fee.

Payments should be made by cheque or automatic withdrawal. NO cash payments.

### LATE PICK UP FEE POLICY:

The late policy has been amended to help facilitate closing this facility on time. In order to encourage this behavior and enable our staff to leave work in a timely manner the following policy has been implemented.

Late fees will be assessed to clients that leave after 5:30 p.m. For the period from 5:31 PM to 6:00 PM a late penalty fee of \$30.00. If you depart the daycare later than 6:01 PM a \$60.00 charge will apply.

### SUBSIDIES

Parents who feel they might be eligible for subsidy can inquire upon enrollment about the procedure to be followed. Subsidies are available by application to Greater Sudbury Children Services 3-1-1. Your fee could be partially or fully subsidized if you qualify. Parents who qualify for subsidy need to notify Children Services of Sudbury of any changes in financial or marital status, address, phone number, or employment situation.

### STATUTORY HOLIDAYS

The centre is closed on the following statutory holidays:

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

Parents pay regular fees for the above days.



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## PROGRAM

The children are placed in groups, each with its own educator and its own program, based on individual needs, and age appropriate groups activities. Siblings, however, may visit one another during the course of the day.

Daily activities follow a regular pattern so that the child can feel secure knowing what to expect and when to expect it.

The Centre operates on an Emergent Curriculum approach.

Children learn through play; therefore the Centre offers a varied and stimulating program that includes gross motor activities, social play (dress up, building blocks, etc.), quiet play (art, puzzles, sand box, creative activities, etc.), nature walks, supervised field trips, story time, music and rhythm, outdoor play,

These activities provide unlimited possibilities to construct, create, imagine, discover and work out small problems. The thrill of satisfaction from such achievements gives the child confidence to try new and more difficult tasks and thus paves the way for formal learning.

The children are taken outside daily, weather permitting. Summertime is spent mostly outside. They receive a hot lunch prepared from a menu, which is based on the revised Canada Food Guide. A snack consisting of such foods as vegetables, fruit, crackers and cheese, and milk or water is served. Menus are posted on the bulletin board. All toddler and preschool children nap or rest for one or two hours in the afternoon. Children who are non-sleepers will be allowed up for quiet play. The daily sleep and eating routine for infants varies according to the individual needs of the child.

The actual program is subject to change depending on the season and on the needs of any one group at any time. Program activities are posted on the bulletin boards and parents are welcome to look it over to familiarize themselves with their child's learning process.

## HOW TO ENROLL AND WHAT TO BRING

Be sure to:

1. Apply for subsidy, if applicable.
2. Fill out registration forms.
3. Bring in record of immunization (health card is voluntary).
4. Participate in an orientation of the centre
5. Bring in a complete change of labeled clothing to be left at the Centre.
6. Make sure your child has a complete set of appropriate seasonal outdoor clothing.

### FIELD TRIPS

The children are occasionally taken on special outings. Your child's educator will announce the trip in advance. Parents are welcome to participate in the field trips as a volunteer.

### CLOTHING

Your child should wear play clothes, which are comfortable and easy for him/her to handle. They should be easily laundered as he/she may get paint, mud, glue, etc. on them. We will keep your child happy, but not necessarily clean! Clothing should be free of complicated fastenings, braces, buckles, etc. as fostering independence is an important element of our program. Running shoes are a necessity.

If you mark your child's clothing, particularly items such as underpants, mitts, and boots, it will help prevent them from getting mixed up with another children's clothing. We are not responsible for lost clothing.

Any clothing borrowed from the Centre must be laundered and returned promptly. We have a very small supply.



## THE FIRST DAY

At Laurentian Child and Family Centre we appreciate that as a parent of a young child recently registered at our Centre, you are probably asking yourself many questions.

Will my child be happy at the Centre?  
What if he/she cries?  
What do I do if he/she does not want me to leave?  
How long should I stay when dropping him/her off?

Your child is extremely sensitive to your feelings, and will know if you have doubts, whether you express them directly or not. For his/her sake and for yours, it is important that you believe in what you are doing, and try to resolve your own feelings from the start.

Before your child's first day, try to make time for a visit or two with your child. The first day come for an hour or so, and if possible, on the next visit stay a little longer. This will give your child a chance to become used to the new surroundings while you are with him/her, and allow him/her to become familiar with our staff and children.

On the first day, our staff will show your child his/her locker and where extra clothes go. Children like knowing where their special spot is. How long should you stay? That depends on you and your child.

Some children feel comfortable enough from their first visit or visits, while others need a little more reassuring. When you are ready to leave, a staff person will be available to help if necessary. When you give your child to the educator (rather than the educator taking the child from the parent), you are telling the child that this is a person you trust. It is a good idea to put that message into words also: "You can go with Karen now. She will take good care of you". If you sneak out after your child is interested in an activity, your child will not trust you out of his sight again. He/she needs to know that you are going and that you will be back. As soon as you say you are going, **go!!** Otherwise he/she will sense your hesitation and will hang on for dear life. If you feel insecure when you leave, you are giving your child the message that you are uncomfortable with this environment. Your child needs the reassurance that this is a safe place, and that he/she will have a good day. A good way to do , "See you later," and leave with a smile.

**Throughout the day, call the Centre as often as you need to, in order to feel comfortable.**



## HEALTH POLICY

Laurentian Child and Family Centre does its best to ensure that your child is not in contact with children who are sick or have a contagious illness/condition.

To maintain a healthy environment for all as well as ensure the comfort of each child, sick children cannot be accommodated at the centre. We also wish to ensure good practices regarding health assessments and our staff follow guidelines regarding health assessments of the children attending the centre. Unfortunately, there are times when it can be difficult for a parent to determine if a child should be at the centre. A slight cold or the end of an illness are two examples.

Each situation will be assessed on an individual basis.

The centre will ensure that parents/guardians are informed through the Parent Handbook, memos, newsletters, a phone call and/or email that a child is to be absent from the centre if he/she presents with symptoms of ill health. **Generally, any child who is unable to participate in the regular daily activities, including outdoor play, cannot attend.** If your child becomes ill during the day we will contact you to plan to have him/her picked up. If you are unable to be contacted, we will call the first designated “emergency” contact that was given to us at the time of registration. It is the responsibility of the parent/guardian to provide the office with current information regarding emergency contacts. When a child becomes ill, staff will complete an Ill Child Reporting Form, to be signed by the parent/guardian upon pick up and this form will be brought to the office.

The following factors are taken into consideration in the formulation of our Health Policy:

- ~ The inability of a child who is ill to cope with a full day of programming
- ~ The need for parents to have a guideline to assist them in deciding whether to bring a child who is “not quite well” to the centre
- ~ The need for staff to have a guideline for assessing the child’s condition, before the Director decides to call a parent away from work or school

### Guidelines for illness:

- a) Abnormal discharge from eyes, nose, or ears
- b) Red puffy eyes (pink eye infection or suspicion of pink eye)
- c) Untreated ear ache/infection
- d) A communicable disease\* see below
- e) Undiagnosed skin rash or infections
- f) Head lice or nits
- g) Fever of 101F/38.5C or over. Temperature should be normal for 24 hours before returning to the centre.
- h) Two episodes of vomiting or diarrhea. Your child should be symptom free for 48 hours before



- i) returning to the centre\* see below

## COMMUNICABLE DISEASE:

If a child is suspected of having a communicable disease (for example: measles, mumps, gastroenteritis, impetigo, conjunctivitis, roseola, etc...) the child must not be at the centre. The child will be able to return to the centre with consent from a physician stating the child is no longer contagious, or at the discretion of the Centre Director. A child with chicken pox however may attend, if he/she is feeling well enough to cope with the program

When a child has been exposed to or suffering from a communicable disease the parents of all children participating in the centre will be advised. The Director will post a notice indicating the name of the disease, general symptoms, length of communicability and incubation.

Staff will be instructed to monitor all children at the centre during incubation period for any signs of the disease. Should staff suspect your child may have a contagious condition, he/she will be isolated and you will be contacted. If we cannot contact a parent we will contact your designated emergency person.

If a child is ill or in case of an emergency, we will call an ambulance. The illness will be noted in the child's file, and forms entitled "Report of Communicable Disease" will be submitted to Sudbury & Distract health Unit monthly as per Public Health Act regulations.

## VOMITING & DIARRHEA:

- When a child has **more than one** episode of either unexplained vomiting or diarrhea (or both) they are to remain at home until stools are formed and they are symptom free for 48 hours, not 24
- Unexplained diarrhea would be something that is unusual for the child. This is not black and white issue as each child is unique. As childcare providers who work with these children daily, staff are familiar with what is "normal" for the child. Children may experience looser than normal stools after consuming certain foods (ex: fruit) or when teething or on medication, but this is different from watery or bloody diarrhea which are indicators of illness.
- If the child does not have other symptoms of illness (fatigue, fever, chills, pale, lethargic, sweats etc.) and has only one episode of looser than normal stools, likely, the child is not ill and does not need to be sent home. However, when more than one episode of unexplained diarrhea or vomiting occurs the child will be excluded for the 48-hour symptom free rule.
- One more point to keep in mind, if an outbreak has been declared at our facility by the local Public Unit, when any child experiences even one episode of unexplained vomiting/diarrhea, the child will be required to be sent home and excluded for the 48-hour rule. This is a precautionary measure to help prevent further spread of the organism at our facility.



## IMMUNIZATION

It is a requirement that each child is immunized as recommended by the local medical officer of health. Health immunization is to be up to date prior to the child attending the program. Children who are exempted for any reason need to have reason(s) noted on their immunization, and signed by the attending physician.

Immunization must be completed as per routine Immunization schedule for Ontario-August 2011. An immunization record will be kept in your child's file, and a copy will be forwarded to the Sudbury and District Health Unit.

## MEDICATION

Any drugs or medication to be given to your child must be supplied in the original container, and must be clearly labeled with the child's name, the name of the medication, expiry date, and instructions for storage and administration. Ventolin must be in exact dosage, clearly labeled, with one extra dose to allow for spillage etc.

Medication will be administered by the Centre staff only when it is not possible at home, and only when the parent(s) of the child have given written authorization.

Prescription and non-prescription medication will be administered by staff with a signed consent from the parent(s) with dates, times and dosage clearly indicated. Further, recommended dosages must not exceed those on the original container unless recommended by a physician in writing.

### **PLEASE NOTE THAT NO MEDICATION OF ANY KIND WILL BE GIVEN WITHOUT THESE FORMS BEING COMPLETED AND SIGNED.**

Medication is placed in a locked container. If it needs to be refrigerated, it is placed in a locked container and kept in the refrigerator.

Do not send medication to the Centre on the bus with school-aged children. Medication is to be placed directly in the designated areas or given directly to the educator.

## HEAD LICE

Head lice do not present a health hazard, but they are a nuisance and can spread quickly. Parents of a child found to have head lice infestation will be informed, and asked to pick up their child immediately. Information will be supplied as to the



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treatment procedures to be followed prior to the child's return to the Centre. **The Centre has a "nit free" policy.**

## **ALLERGIES AND SPECIAL DIETARY NEEDS**

Details of any allergies or special dietary needs that you have provided on your registration form a, e.g. bee stings, peanuts, milk etc., will be posted in the kitchen and program areas. If an "epi-pen" is required for an emergency, it will be carried with the educator always.

**It is imperative that you keep the Centre informed of any changes in your child's health.**

## **SERIOUS ALLERGIES NOTICE**

Laurentian Child and Family Centre is a **NUT SAFE** and **PEANUT SAFE** Centre. The number of children with allergies to **NUTS** and **PEANUTS** is increasing, and these allergies can be **LIFE THREATENING**. We have children enrolled at the Centre who are allergic to nuts and peanuts, so we must take all possible precautions.

If you are baking for the Centre, we ask that you please avoid any recipes using **NUTS**, **PEANUT BUTTER**, or **PEANUT OIL**. We also remind you that cross contamination can occur if there is any residue to peanut butter remaining on a knife or cutting board.

As an extra precaution, we would prefer it if you would avoid serving **PEANUT BUTTER** to your child for breakfast before coming to the Centre. However, if you do so, please wash your child after breakfast and make sure his/her teeth are brushed, and that clothing is clean (perhaps getting him/her dressed after breakfast). In some cases, exposure to even the smallest amount of peanut residue may cause a severe reaction in children with allergies.

This is a very serious issue, and we thank you for your understanding and co-operation. If you have any questions, please see the Centre Director.



## OTHER POLICIES

### SAFETY

Should your child suffer a minor injury e.g. pinched finger, scraped knee, etc., the educator will fill out an "Incident Report" – a description of the incident, and the procedures administered. You will be asked to sign a copy of this report, which will be kept in your child's file. Should you wish for additional information regarding an incident, please contact the Centre Director. In the case of a more serious injury which requires medical attention, a report is filed with the Ministry of Education.

### SAFE WATER POLICY AND PROCEDURE

Please note: Any time a "Boil Water Advisory" is issued, the Local Health Authority may require the implementation of additional expectations or eliminations of one or more procedures from our policy – (depending on circumstances surrounding the advisory). We will ensure documentation in our log book of anything that affects the health, safety or well-being of children/staff on our premises and distribute updated information to parents.

Laurentian Child and Family Centre will:

- Keep bottled water on site to deal with an immediate emergency
- Maintain a continued supply by immediately contacting our supplier and purchasing extra bottles as required – 5-gallon size
- Our supplier is Vrab's Independent Grocer – 522-7111, Presidents Choice Brand
- Nozzles on water dispensing units will be disinfected by submerging them for 20 minutes in a cup of water containing several drops of unscented Javex.
- Aspects of our program involving use of water are:

- Hand/Face Washing
- Brushing of Teeth
- Food Preparation
- Cooking
- Dishwashing
- Table/Countertop and toy disinfecting
- Water Play Tables
- Laundry
- Diapering

### FIRE AND EMERGENCY PROCEDURES

Your child will participate in monthly fire and emergency drills, initiated by Laurentian University personnel. The procedure is posted in each playroom. The purpose of these drills is to familiarize your child with evacuating the building in a prompt and orderly manner, without panic. If the Centre must be evacuated for any reason, this includes: minor or major fire, flood, chemical spill, all other serious damage to site/program areas, bomb threats, disease outbreaks, water, heat or power loss, the L.U. School of Education is our designated alternate site. If this site is deemed unsafe, our second place of shelter is the Laurentian University Physical Education/Pool facility.





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## LATE PICK-UP POLICY

If by 5:45 p.m. parent has left no message, the emergency person named on your registration form will be called. If this person cannot make arrangements to pick up the child at once, the Children's Aid Society will be called to pick up the child at 6:00 p.m. The educators cannot be made responsible.

**In case of winter storms, the Centre may close whenever the Sudbury Board of Education announces that the public or separate schools will be closed or whenever the University closes. There shall be no refund of fees due to such closures.**

## RESEARCH

As part of their studies, Laurentian University students sometimes request permission to do research with the children. All student research must first be approved by the Laurentian Child and Family Centre's Board of Director, and no child will participate in a study unless the parents give written consent. Students are nevertheless allowed to observe the children in; a group during their regular program if they so request. Copies of the resulting reports can be made available upon request.

## CHILD GUIDANCE

Child guidance will be applied in a positive/supportive manner that encourages appropriate behavior and promotes self-regulation and self-esteem. Staff will redirect children if the incident is of a minor nature, assist them in acquiring the verbal skills necessary for conflict resolution and teach them basic problem-solving skills. Corporal punishment will not be used under any circumstances. The child's dignity will be paramount in any behavior guidance measures. As per the Child Care Centre Licensing Manual, 2016, the following 6 items are prohibited practices:

- 1) corporal punishment of the child;
- 2) physical restraint of a child, such as confining the child to a high chair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and it is used only as a last resort and only until the risk of injury is no longer imminent;
- 3) locking the exits of the child care centre 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;
- 4) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth;
- 5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- 6) inflicting any bodily harm on children including making children eat or drink against their will.

If an incident is more involved, the child may be removed from the immediate area, but not from the total environment, with a brief explanation and support until the child is able to join the rest of the group again.

Only if a child's behavior is of a severe nature (for example, temper tantrum, aggressive/violent behavior) is the child removed from the play area. An adult will remain with the child, adopting a direct but



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supportive role, until the child has calmed down and no longer poses a possible threat, normally no longer than a few minutes. No child is left unattended at any time.

A team approach will be used to develop a program should a child's behavior continue to be a challenge. Parents will be an integral component throughout. Child & Community Resources staff may be consulted as necessary. Parents will be asked for signed consent prior to any further direct involvement/programming. We do not believe that a child should remain at the centre unless he/she derives some benefit from the program. Ongoing and progressive disruptive behavior by a child causing excessive environment management problems for the staff or lack of cooperation from the parents/guardians may result in immediate discharge from Laurentian Child and Family Centre.

## GENERAL GUIDELINES

1. Please tell your child's educator anything you think she/he should know (i.e. your child slept poorly, you have given him/her medication, etc.).
2. Bring your child directly to the educator; she/he cannot be responsible for a child she/he does not know has arrived.
3. When you pick up your child, be sure he/she says goodbye to the educator so that she/he knows the child is being picked up.
4. If you cannot come for your child, please notify us as early as possible who will be picking up your child. We will not release your child to an unauthorized person or to a child less than 14 year of age. Individuals picking up a child for the first time MUST provide the staff with photo id.
5. We recommend that you bring in and pick up your child at a regular time as children generally feel more secure when their daily timetable is predictable.
6. If your child is going to be absent, be it for a day or an extended period, please notify us as soon as possible so that he/she will not be included in special plans that might be made, or in menu planning.
7. Before departing with your child, please allow him/her a few minutes to tidy up whatever toy he/she was using.
8. Children are encouraged to leave all of their own toys at home, with the exception of a soft toy for sleep time, if needed. Any items that are brought from home should be labeled with the child's name. Please note that LCFC is a "WAR TOY FREE ZONE", therefore toy guns and weapons are not permitted at any time. Any other toys/videos deemed unsafe/unsuitable by the educators will be put into the child's locker.
9. The Centre is not responsible for arranging the transportation of your child(ren) to and from area schools. We can provide you with a list of the schools which normally bus children to the Centre. Please check with your school to make arrangements for your child(ren). **IF WE ARE EXPECTING YOUR CHILD TO ARRIVE AT THE CENTRE BY BUS AND THERE IS A CHANGE OF PLANS, PLEASE CALL THE CENTRE TO LET US KNOW.**
10. The children may occasionally be photographed as a group during their regular playtime activities. Photos are posted for parents to view at the centre.

## POLICY REGARDING LEAVES

Any family taking their child(ren) out of the Centre must provide a minimum of two weeks' notice or be charged the full fee.

All parents leaving for the summer who wish their child(ren) to return in September will be asked to notify the Centre in writing of the date they hope to return, so that we can make every effort to continue care for their child(ren).



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## CHILD ABUSE REPORTING POLICY

Laurentian Child and Family Centre adheres strictly to the regulations under the Child and Family Services Act (C.F.S.A.) for reporting any suspected incidences of child abuse to the Children's Aid Society. Please take time to read the following information.

### What is Child Abuse?

Under the C.F.S.A., child abuse is an act or omission of a parent/guardian of a child or any other person having care, custody, control or charge of a child where the act or omission results in:

- a) failure to provide basic necessities to the child (neglect);
- b) physical injury to the child (physical abuse);
- c) sexual exploitation of the child with or without the child's consent (sexual abuse);
- d) emotional disability of a permanent nature in the child or is likely to result in such a disability (emotional abuse).

Child abuse, under the law, is a condition that occurs due to the act or omission of anyone in a care, custody, and control or charge relationship with a child. This could include a parent, guardian, teacher, babysitter, child care worker, coach, or anyone in such a relationship with a child. *Ref.: C.F.S.A. 72 (5).*

### Duty to Report.

Under the C.F.S.A., every person in Ontario is required to report his/her belief that a child may be in need of protection. The legislation places additional responsibility on individuals who perform professional or official duties with respect to children, to report suspicions of child abuse. Included and defined specifically are the "operator or employee of a day nursery" (*Ref.: C.F.S.A. 72. (4) (b)*). Anyone who, if they have reasonable and provable grounds to believe a child has been abused must immediately

Report the situation to the Children's Aid Society. Any persons unsure as to whether the information they have warrants a report will call to consult with a Children's Aid Society intake worker.

At Laurentian Child and Family Centre, the safety and well-being of the children in our care is always our first concern. Thank you for your understanding of our professional obligations and responsibilities.



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## PERSONAL INFORMATION PRIVACY POLICY

The Personal Information Protection and Electronic Documents Act (PIPEDA) is federal legislation which came into effect on January 1, 2001. Laurentian Child and Family Centre (LCFC) complies with PIPEDA and is committed to respecting the privacy right of all individuals, including clients and employees, by ensuring that their personal information is collected, used and disclosed in an appropriate manner. Effective January 1, 2004, all organizations in Canada must abide by the legislation.

LCFC collects personal information about its clients for purposes of effectively communicating with and providing a continuum of child care services to its clients. LCFC also collects personal information about its employees for purposes of personal management and administration.

The principals established in the personal information policy of LCFC conform to the fundamental requirements with PIPEDA. This personal information policy may be amended if the province of Ontario enacts privacy legislation in the future, to ensure that this policy conforms to such legislation.



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September 12/11

Dear Parents:

**RE: Serious Occurrence Notification Form Posting**

**Purpose:** All Childcare operators are accountable to the public and to the Ministry of Children and Youth Services to demonstrate that their services are consistent with the relevant legislation, regulations and policies.

The Ministry of Community and Social Services has required all licensed early learning and child care environments to develop and implement a policy regarding the posting of information related to any Serious Occurrences that may happen at such facilities, including Laurentian Child and Family Centre.

Serious Occurrence reporting is one of many tools that provide licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery.

The Ministry is now requiring that the posting of serious occurrence information in child care centres to:

- 1) help support the safety and wellbeing of children in licensed centres monitored by a licensed agency
- 2) provide greater transparency for parents about serious occurrences that occur in the child care program

**At Laurentian Child and Family Centre, the Serious Occurrence Notification Form** will be posted at the inside entrance on the bulletin board near the child care license and the Licensing Summary Chart

**Protection of personal Information and Privacy** will be of utmost importance. No child or staff names, initials, and age or birth date of child will be used on this form. No age group identifiers will be used

This policy will be reviewed by all LCFC staff on an annual basis.

If you have any questions please speak to me.

Sincerely,

Centre Director



# Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: September 2017

Date Policy and Procedures Updated: September 2017

## **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care 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).

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care 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, child care 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 Laurentian Child and Family Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.



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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).

## **Conduct**

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.

## **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>



## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the playroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail.            Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</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 supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>-</p> <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>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>





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**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 centre director or designate.

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:**

Laurentian Child and Family Centre: 1-705-673-6543

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

City of Sudbury, Children Services Section: 1-705-674-4455

College of Early Childhood Educators: 1-888-961-8558



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