
Laurentian Child and Family Centre

Parent Handbook

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Welcome

Welcome to Laurentian Child and Family Centre, located on Laurentian University Campus. We are pleased to welcome your family to our non-profit Centre, licenced through the Ministry of Education and a part of the Canada Wide Early Learning Child Care Agreement (CWELCC). At Laurentian Child and Family Centre, we serve children from birth to four years full-time, with additional programs for children aged four to twelve years during before and after school, PA days, March Break, and summer months. We operate across two sites: our Main site and Campus Kids, located across the street. Together, we offer a total capacity of 102 child care spaces. We nurture young children's naturally curious minds and kind hearts through safe, guided play. As loving early years professionals, we respect and honor the unique interests of your child, recognizing that play is the complex work of childhood.

"The child who plays thoroughly and freely, who is joyfully active, and is self-active, will also be thoroughly developed in every way"

~ Friedrich Froebel



Our Mission, Vision & Core Values

Mission: Who are we? What is our purpose?

Laurentian Child and Family Centre is a licensed, not-for-profit, child care centre located on campus at Laurentian University, where families, children, and educators work together to create a supportive and caring learning community. We offer an emergent curriculum, meaning that we follow children's interests and provide materials and activities, invitations and provocations, that support children in their play and inquiry.

Vision: Who do we aspire to be? Where do we want to go?

- We want all children, families and staff at Laurentian Child and Family Centre to feel welcome and have a sense of belonging as actively engaged members of our community.
- We are fortunate to be on Laurentian University campus and surrounded by green space. We seek to continue building community partnerships on campus and to build our relationship with the land we are on.

Values: What do we value? How do we make our values visible?

- Relationships – We believe that people learn through their relationships, through interactions, with other people, materials, and the environment.
- Strengths based approach & Growth mindset – We believe people of all ages are capable, competent, curious, rich in experience and potential.
- Well-being – The well-being of every member of our community is important. We work together to support the well-being, health and safety of all.
- Communication – We encourage ongoing communication and open dialogue. We seek to share perspectives and understand each other's thinking.
- Expression – We seek to provide children with a variety of opportunities to explore different mediums of expression.
- Inclusion – We value and treat everyone with respect.

"Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning."

~ Fred Rogers

Program Statement

Our programs are guided by the Ontario Ministry of Education's document "How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH)" which outlines that a sense of **belonging, well-being, engagement**, and opportunities for **expression** provide a strong foundation for learning. We believe people of all ages are **capable, competent, curious**, and **rich in experience and potential**. Families, children, and staff work together to create a supportive and caring learning community. We offer an emergent curriculum, meaning we follow children's interests and provide materials and activities, invitations and provocations, that support children in their play and inquiry.

We promote 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.

- The well-being of every member of our community is important. We work together to support the well being, health and safety of all.
- 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. Children and Staff dine together in our shared dining area. We ask that families do not send any food or drinks into the centre because we care for children with potentially life threatening allergies.
- Children in our care are treated with respect and dignity. Each child's unique personality is nurtured in our programs. Educators acknowledge children's powerful feelings and strong emotions and help them learn socially acceptable ways of dealing with them.
- We strive to provide spaces that reduce children's stress, and support children's abilities to self-regulate so that they can fully engage in learning and growing together. We respect each child's learning journey and provide consistency and developmentally appropriate limits and practices to support each child's learning and development.
- We aim to lead by example through our tone of voice, positive body language, patience and demonstrating empathy while being mindful of using developmentally appropriate communication when speaking with children.
- Educators work with children and families to promote a sense of well-being, help children to develop a positive sense of self, and encourage emerging 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)

We foster 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.

- We believe that people learn through their relationships, through interactions and experiences with other people, materials, and the environment.
- When we participate in any off premise field trips you will be asked to sign a permission form before your child can attend these outings in the community.
- "Educators engage with, observe, and listen to children. They discuss with other educators, as well as with children and families, the possibilities for children's further exploration in increasingly complex ways. All are co-learners, constructing knowledge together." (HDLH p. 15)
- Each program has areas for quiet play as well as opportunities for active, gross motor play, indoors and out.
- Our environments both indoors and out are created to offer important vigorous play. Learning happens best when children feel a sense of belonging, feel safe and have trust in their environment and when they are provided with opportunities to fully engage their lively minds and bodies.
- We nurture that feeling of trust and emotional wellbeing and honour each child's unique ways of exploring their ideas and relations. The children's safety is our first priority; we also know the importance of children building competence and inviting children to take safe, reasonable risks.
- The natural world holds so many wonders that beckon for children to explore with all their senses. At LCFC we believe that children naturally connect with the world around them. Nature inspires children to think, wonder, create and play in unique ways that are appropriate for children of all ages. We play outside every day, exploring the snow, rain, clouds, sunshine, sand and water. We do allow the children to get messy, to actively engage in their play. We ask that children come ready with the appropriate clothing based on the weather and always have an extra change of clothes on hand for those really fun messy days.
- We seek to provide children with a variety of opportunities to explore different mediums of expression. We provide children daily opportunities to engage with sensory materials such as sand, water, playdough and clay.

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

- We want all children, families and staff at Laurentian Child and Family Centre to feel welcome and have a sense of belonging as actively engaged members of our community. “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.”
- We encourage ongoing communication and open dialogue. We seek to share perspectives and understand each other’s thinking. We value and treat everyone with respect.
- Parents are able to communicate with educators and receive information and pictures through Seesaw. Infant, toddler, and preschool programs record daily observations with regards to eating, sleeping and toileting and all programs make notes regarding the children’s interests and activities accompanied by pictures, artwork and learning stories.

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:
 - a. We are guided and inspected by the Sudbury District Health Unit.
 - b. We receive support relating to all areas of development for staff, children and families through Child and Community Resources.
 - c. 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.
- All of our full time permanent educators are Registered Early Childhood Educators (RECEs) with the College of Early Childhood Education. 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. As Registered Early Childhood Educators, we actively engage in continuous professional learning:
 - a. Our staff participate in professional learning alongside our pedagogical lead. We prioritize time for individual learning, team meetings, small group book studies, and mentoring. Our ongoing reflection of our work allows us to be more intentional in our practice.
 - b. We close our childcare centre at least once a year for staff professional development.
 - c. We support the development of Early Childhood Education students through supervised placement experience. It is a great opportunity for us to learn from them, as they learn from us.



We embrace diversity, inclusion, and equity by fostering an environment where every child, family, and staff member is valued, respected, and supported to thrive.

- We celebrate and embrace the rich variety of cultures, backgrounds, and perspectives that make up our community. We are dedicated to fostering an environment where every child, family, and staff member feels valued and respected, regardless of their race, ethnicity, gender, sexual orientation, religion, socioeconomic status, or ability.
- We strive to ensure that every child has access to the resources and opportunities they need to succeed. This means actively identifying and addressing systemic barriers and biases that may affect children's development and learning experiences. We are committed to providing equitable support to all children and families, tailoring our approaches to meet their unique needs.
- We aim to create a sense of belonging for all members of our community. This involves not only welcoming diverse populations but also ensuring that our policies, practices, and curricula reflect and honor the diverse identities and experiences of the children and families we serve. We seek to create an inclusive environment where everyone can participate fully and feel empowered to contribute.
- We understand that fostering diversity, equity, and inclusion is an ongoing journey that requires continuous learning and growth. We commit to regularly engaging in professional development, seeking out new knowledge, and staying informed about best practices in DEI. We will collaborate with experts, participate in training programs, and create opportunities for open dialogue and reflection among our staff and community members.
- We hold ourselves accountable for making meaningful progress in our DEI efforts. This includes setting measurable goals, regularly assessing our practices, and being transparent about our achievements and areas for improvement. We will listen to feedback from our community and use it to inform our actions and strategies moving forward.

By committing to these principles, we aim to create a childcare environment where every child feels seen, heard, and valued. Together, we can build a more just and inclusive future for all.

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 will be reviewed on a regular basis, and will be updated as needed to keep up with best practices.

Who we are

At LCFC, we believe that every staff member, regardless of role, contributes equally to the care and development of the children in our community. There is no hierarchy in our approach; instead, we value collaborative leadership and collective staff involvement in all aspects of our work. Every employee plays an important role in upholding the following

"Image of the Child" statement, whether cook, administrator, educator, or director.

Together, we create a nurturing and inclusive environment where each child can thrive through the shared efforts of a unified team.

- ❖ *We recognize the strengths and capabilities of all children, seeing each one as full of potential. We believe that every child possesses an innate curiosity and a natural drive to explore, learn, and make sense of their world. Children deserve to experience their childhood fully, without being rushed, allowing them the time and space to grow at their own pace.*

At Laurentian Child and Family Centre, our RECEs are dedicated to creating a nurturing and supportive atmosphere that encourages children to feel safe, valued, and at ease while they learn and grow in alignment with Early Childhood Education principles. All of our core educators are Registered Early Childhood Educators (RECEs), including our full-time support staff who assist with program needs. In addition to our RECEs, we employ skilled part-time staff who enhance our programs under their guidance.

We warmly welcome local students studying related fields into our programs, where they are paired with a RECE mentor. We believe that supporting their development strengthens our profession. LCFC also offers volunteer opportunities based on requests. It is important to note that students and volunteers are not responsible for supervising the children in our care, and we ensure that they are never left alone with the children.

Every staff member, student or volunteer at LCFC is certified in First Aid and CPR, immunized according to recommendations from Public Health Sudbury and Districts, and has submitted a Vulnerable Reference Check. All our RECEs are in good standing with the College of Early Childhood Educators and as members of the College, they uphold a commitment to the Code of Ethics and Standards of Practice, ensuring the highest quality of care and professionalism.

Our administrative team guides our staff in delivering exceptional programs, overseeing operations management, and ensuring compliance with regulations. They provide essential support and resources to facilitate professional development and maintain a positive work environment. Committed to fostering collaboration, our administrative team works closely with educators, families, and the community to create a cohesive and effective learning experience for all children at LCFC.

Who we serve

At Laurentian Child and Family Centre, we are proud to offer inclusive child care services for children aged 0 to 12 years. All of our programs are full-time, and we also provide full-day care for school-aged children during PD days, March Break, Winter Break, and Summer Break.

Our programs include:

- **Infant Program:** 10 children, 3 Registered Early Childhood Educators (RECEs)
- **Toddler Program:** 30 children, 6 RECEs
- **Toddler/Junior Preschool :** 5 / 8 , 1 RECE
- **Preschool Program:** 24 children, 3 RECEs
- **Junior Kindergarten Program:** 13 children, 1 RECE
- **School-Aged Program:** 15 children, 1 RECE

We are excited to share that in early 2025, we opened a second site, Campus Kids, which allowed us to create 36 additional childcare spaces to better serve our community. Most of these spaces will be for toddlers, with some transitioning into preschool spaces as the children grow. The Campus Kids site will be conveniently located in the Laurentian University School of Education building, right across the street from our main LCFC location.

When it comes to transitioning children from one group to another, we carefully consider their age, readiness, and availability in the next group. Our primary focus is always on the best interests of the child. If you ever have any questions or concerns about your child's move (or non-move), we encourage you to reach out to our Office Administrator or Centre Director. We are here to work with you and ensure your child's needs are fully supported.

Parent Involvement

At our Centre, we believe that childcare is a family affair, and parent involvement greatly enriches our program. Parents can participate in many ways, such as helping on field trips, sharing their cultural heritage, or contributing ideas and materials for special programs celebrating different cultures. Our Board of Directors, made up of parents of children in the Centre, is elected annually at the AGM and is responsible for guiding the Centre's direction and policies. Parents are encouraged to bring any questions or concerns to the Centre Director, and if needed, they can submit them in writing to the Board. The Board meets virtually six times a year, in addition to an Annual General Meeting held in the spring.

Key Information

Waitlist Information

Our waitlist policy is designed to ensure that all families have a fair opportunity to access our childcare services. When our program reaches full capacity, interested families can join the waitlist by completing a registration form through the Children Services Department of the Greater City of Sudbury. Families on the waitlist will be notified as spots become available, with priority given based on the date of registration and specific program needs. We prioritize spaces for our staff and existing families first, followed by students, staff, and faculty of Laurentian University, as well as Health Sciences North staff. To help us better accommodate everyone, we encourage families to keep us updated on any changes in their circumstances. We welcome prospective parents to contact the Centre with inquiries to their child's position on the waitlist at any time.

Greater City of Sudbury Child Care Subsidy Program

If you think you may be eligible for a fee subsidy, feel free to ask us about the process during enrollment. Subsidies are available through Greater Sudbury Children Services, and you can apply by calling 3-1-1 or visiting greatersudbury.ca/childcare. Depending on your eligibility, your childcare fees could be partially or fully covered. If you qualify for a subsidy, it's important to notify Greater Sudbury Children Services of any changes to your financial or marital status, address, phone number, or employment situation.

What To Do Upon Admission

Once your child's spot has been confirmed, we'll invite your family for a tour of the Centre and an intake interview to help you get familiar with the environment. You'll receive an enrolment package, which must be completed and returned before your child begins the program. We also ask for a copy of your child's immunization record and a void cheque for automatic withdrawals. To help make the transition smoother, we encourage a visit with your child before their official start date. On your child's first day, the items to bring may vary by program, but all programs will require:

- A spill-proof water bottle
- Two changes of labeled clothing that can get messy during play
- Indoor and outdoor running shoes
- Weather-appropriate clothing for outdoor activities
- A comfort item to ease the transition into childcare

SeeSaw Parent Communication App

At Laurentian Child and Family Centre, we use the Seesaw communication app to foster strong connections between educators, children, and families. Seesaw is an interactive platform where educators share daily updates, photos, videos, and learning milestones, allowing families to stay closely involved in their child's day-to-day experiences. This tool supports our commitment to transparent, continuous communication, as parents can easily view and respond to posts, ask questions, and celebrate their child's growth. Additionally, Seesaw enables educators to document children's developmental progress in a creative and organized way, showcasing individualized learning and engagement with our curriculum.

The Structure of Your Child's Day

Laurentian Child and Family Centre offers a play-based, emergent curriculum that adapts to the interests of individual children and the group as a whole. Each program follows a structured routine with smooth transitions between activities, meals, and rest times, ensuring children feel supported and secure throughout the day. Activities run from 9am to 3pm, so we recommend parents drop off by 9am to ensure their child can participate in all planned activities, including field trips and special events.

Children enjoy 2 hours of outdoor play each day, weather permitting, with activities focused on gross motor, fine motor, social, emotional, physical, and sensory development. During the summer, much of the day is spent outdoors, so please dress your child accordingly. We recommend labeling all clothing with your child's name and ensuring it is appropriate for the weather (e.g., sun hat, rain gear, snow suit). While staff will do their best to keep track of your child's belongings, the Centre cannot be held responsible for lost items.

All children enjoy a morning snack, a hot lunch, and an afternoon snack, all prepared according to the revised Canada Food Guide and Public Health recommendations. For your convenience, menus are posted on the bulletin board near the kitchen. To keep everyone safe, no outside food is allowed in the Centre due to allergies. If your child has special dietary needs, we're more than happy to collaborate with you to find suitable solutions. Details about any allergies or dietary restrictions you provided on your registration form (such as bee stings, peanuts, eggs, milk, etc.) will be displayed in the kitchen and program areas for easy reference. In case of emergencies requiring an EpiPen, our educators will always have one on hand. More information can be found in the Health Policies section under Serious Allergies Notice

Toddlers and preschoolers have an afternoon nap or rest period, while infants follow their individual schedules. Non-napping children are encouraged to engage in quiet play. Our



program adjusts seasonally and according to the needs of each group, with daily activities posted on bulletin boards for parents to review. Families stay connected through the SeeSaw app, where learning stories, pictures, and updates are regularly shared.

Child Guidance and Behaviour Management

At Laurentian Child and Family Centre, child guidance is approached in a positive and supportive manner that encourages appropriate behavior, self-regulation, and self-esteem. Staff will redirect children in the event of minor incidents, helping them develop verbal skills for conflict resolution and teaching basic problem-solving skills. Corporal punishment is strictly prohibited under any circumstances, and the child's dignity will always be maintained during behavior management.

As outlined in the Child Care Centre Licensing Manual (2016), the following practices are prohibited:

1. Corporal punishment of the child.
2. Physical restraint, such as confining a child to a highchair, car seat, stroller, or other device for discipline or in place of supervision, unless necessary to prevent harm to the child or others, and only as a last resort.
3. Locking exits or confining a child without adult supervision, except in emergencies as part of the Centre's emergency management procedures.
4. Use of harsh or degrading measures, threats, or language that would humiliate, shame, or frighten a child or undermine their self-respect.
5. Depriving a child of basic needs, including food, drink, shelter, sleep, or access to the bathroom.
6. Inflicting bodily harm, such as making children eat or drink against their will.

In cases of more complex behavioral incidents, a child may be temporarily removed from the immediate area, with brief explanation and support provided until they are ready to rejoin the group. If the behavior is severe (e.g., a temper tantrum or aggressive behavior), the child will be removed from the play area, with an adult staying with them to provide a supportive role until they have calmed down, ensuring no child is left unattended at any time.

In the event of ongoing behavioral challenges, a team approach will be used to develop a tailored program with parental involvement. Consultation with Child & Community Resources staff may occur if necessary, and parents will be asked to provide signed consent before any additional support is implemented. The Centre believes that every child should benefit from the program, and if disruptive behavior persists, causing significant management challenges, the child may be discharged from the Centre.

Holiday Closures and Professional Development Days

Please be advised that Laurentian Child and Family Centre will be closed on the following holidays:

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

Regular fees still apply for these days as per our payment policy. Additionally, depending on the days that Christmas and Boxing Day fall, the centre may be closed for additional days around the holiday season; any such extended closures will be communicated well in advance. We also close for at least one professional development day each year to provide our staff with valuable training opportunities, helping us maintain high standards of care and education. Thank you for your understanding and cooperation as we continue to improve our programs and services.

Fee Structure

At Laurentian Child and Family Centre, we strive to make payment processes as convenient as possible for our families. Fees are due one month in advance and are non-refundable. You'll receive your bill at the start of each month to help you plan ahead. To ensure timely processing, please note that payments received after five days are subject to a 5% late payment fee.

We are excited to share that Laurentian Child and Family Centre is approved for the Canada Wide Early Learning and Child Care (CWELCC) program. This system enabled a 52.75% fee reduction for children under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year), which became effective January 1, 2023.

Starting January 1, 2025, fees for children aged 0 to 6 years will be capped at \$22.00, ensuring accessible childcare for our community.

LCFC Child Care Rates- Effective January 1, 2025 to December 31, 2025

Infant	\$22.00	\$478.50/month
Toddler	\$22.00	\$478.50/month
Pre-school	\$22.00	\$478.50/month
JK, SK, SAC (Full Day) Under 6	\$21.24	\$461.97/month
SAC (Full Day)	\$44.96	\$977.88/month
After School -Under 6	\$12.00	\$261.00/month
B&A School- Under 6	\$12.00	\$261.00/month
After School -Over 6	\$17.96	\$390.63/month
B&A School -Over 6	\$26.63	\$579.20/month

To streamline your payments, we kindly request that payments be made via automatic withdrawal on either the first or fifteenth of each month. Please note, we are unable to accept cash or credit card payments. Refunds and Credits will be on a case to case basics.

Guidelines for pick up and drop off

Drop off procedures

When dropping off your child in the morning, please take a moment to check in with an Educator in their program room and share how your child is doing (e.g., how they slept, if they had a good breakfast). We kindly ask that children are handed directly to an Educator and are never left unattended in the hallways or lunch room.

For school-aged children arriving by bus, please let us know ahead of the bus arrival time. You can notify us by phone at 705-673-6543, via email at tmills@laurentian.ca, kabate@laurentian.ca, or tdubois2@laurentian.ca or send a SeeSaw message to your child's Educator. If your child is absent and we haven't been notified, we will reach out to you by phone, email, or SeeSaw. If we don't hear back within 20 minutes, we will contact the emergency contacts on file to ensure everything is okay.

Your communication helps us keep all children safe and cared for, and we appreciate your support!

Pick up procedures

When picking up your child, please ensure you connect with an Educator in their program room before leaving. It's important that children are safely handed over to you by an Educator and are never left to wait alone in the hallways or other areas. This helps us ensure a smooth and safe transition at the end of the day.

For school-aged children who will be picked up after arriving by bus, please notify the Centre ahead of time if there are any changes to the usual pick-up routine. You can contact us by phone at 705-673-6543, via email at tmills@laurentian.ca, kabate@laurentian.ca, tdubois@laurentian.ca or send a SeeSaw message to your child's Educator.

**For more detailed information on our procedures, please refer to the Safe Arrival and Dismissal Policy posted below. This outlines all the steps we take to ensure the safety and well-being of the children during both drop-off and pick-up times.*

Safe Arrival and Dismissal Policy

The safety and well-being of your child are our top priorities at Laurentian Child and Family Centre, which is why we have the Safe Arrival and Dismissal Policy in place, effective as of December 1, 2023. This policy, in line with Ontario Regulation 137/15 from the Ministry of Education, ensures children's secure arrival and departure each day.

To help us keep everyone safe, we kindly ask that you notify the Centre by 9:30 am if your child will be absent. If we don't hear from you, our staff will reach out via phone, email, or SeeSaw message. If we still don't receive a response within 20 minutes, we will contact the emergency contacts on file.

At pick-up time, children will only be released to a parent/guardian or an authorized contact. If someone other than an authorized individual will be picking up your child, please notify the Centre, and ensure that person brings ID for verification. We appreciate your cooperation in following this procedure for your child's safety.

If, for any reason, a child is not picked up by 5:30 pm, we will attempt to contact parents/guardians and emergency contacts. If we are unable to reach anyone by 6:00 pm, we are required to contact the Children's Aid Society and follow their instructions.

Your support in following these procedures helps us provide a safe and secure environment for all children in our care.

Late pick up policy

Our late policy has been updated to ensure the Centre can close on time and allow our staff to finish their day promptly. To help encourage this, the following policy is in place:

If you pick up your child after 5:30 p.m., a late fee will apply. For pick-ups between 5:31 p.m. and 6:00 p.m., there will be a \$30.00 late fee. If you arrive after 6:01 p.m., the fee increases to \$60.00.

If we haven't heard from you within 15 minutes of closing, we will contact the emergency person listed on your registration form. If they are unable to pick up your child by 6:00 p.m., we will need to contact the Children's Aid Society for assistance, as our staff cannot be held responsible after hours.

We kindly ask that if you expect to be late, please call the Centre as soon as possible. Thank you for your understanding and cooperation in helping us close the Centre smoothly.

Notice of Withdrawal

Families planning to withdraw their child(ren) from the Centre must provide a minimum of two weeks' notice. Failure to do so will result in the full fee being charged.

Parents who will be away for the summer and wish to have their child(ren) return in September are required to notify the Centre in writing of their intended return date. This will help us ensure we can accommodate their child(ren) upon their return.

Health Policies

At Laurentian Child and Family Centre, the health and well-being of our children, families, and staff are our top priority. Our health policy is designed to create a safe, clean, and healthy environment that supports the wellness of everyone at our centre. In formulating our policy, we consider several key factors: the inability of a child who is ill to fully participate in a day of programming, the need for parents to have clear guidelines when deciding whether to bring a child who is "not quite well" to the centre, and the necessity for staff to have a standard approach for assessing a child's condition before the Director may need to call a parent away from work or school. These guidelines, aligned with provincial and public health standards, help us reduce the spread of illness, protect vulnerable individuals, and promote a healthy environment where children can thrive.

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 100.4F/38C or over. Temperature must be normal for 24 hours, without medication, before returning to the centre.
- h) One episode of vomiting or two episodes of diarrhea. Your child must be symptom free for 48 hours before returning to the centre.

Communicable Diseases Policy

If a child is suspected of having a communicable disease (for example, measles, mumps, gastroenteritis, impetigo, conjunctivitis, roseola, etc.), they must not attend the centre. The child may return only with consent from a physician stating they are no longer contagious or at the discretion of the Centre Director. However, a child with chickenpox may attend if they feel well enough to cope with the program.

When a child has been exposed to or is suffering from a communicable disease, the parents of all children participating in the centre will be notified. The Director will post a notice indicating the name of the disease, general symptoms, length of communicability, and incubation period. Staff will monitor all children at the centre during the incubation period for any signs of the disease. If staff suspect a child may have a contagious condition,



the child will be isolated, and their parent will be contacted. If a parent cannot be reached, the designated emergency contact will be notified.

In the event of serious illness or an emergency, we will call an ambulance. Any illness will be documented in the child's file, and a "Report of Communicable Disease" form will be submitted to the Sudbury & District Health Unit monthly, as required by Public Health Act regulations.

Vomiting and Diarrhea Policy

When a child experiences one episode of unexplained vomiting or two episodes of diarrhea (or both), they must remain at home until stools are formed and they are symptom-free for 48 hours. Unexplained diarrhea refers to changes that are unusual for the child, and since each child is unique, this is not a black-and-white issue. Our staff, who work closely with the children every day, are familiar with what is "normal" for each child. Factors such as certain foods (e.g., fruit, dairy), teething, or medication can lead to looser-than-normal stools, which differ from symptoms of illness, such as watery or bloody diarrhea. If a child has only one episode of looser-than-normal stools and no other symptoms of illness (e.g., fatigue, fever, chills, pale or lethargic appearance, or sweats), it is likely the child is not ill and does not need to be sent home.

However, if an outbreak has been declared at our facility by the local Public Health Unit, even a single episode of unexplained vomiting or diarrhea will require the child to be sent home and excluded for 48 hours. This precautionary measure is essential to help prevent further spread of the illness within our centre.

Medication Policy

All medication to be given to your child must be supplied in its original container, clearly labeled with the child's name, medication name, expiry date, and specific instructions for storage and administration. Ventolin must be provided in the exact dosage, clearly labeled, with an extra dose to account for possible spillage.

Medication will only be administered by Centre staff when it cannot be given at home, and only with written authorization from the child's parent(s). Both prescription and non-prescription medications require a signed consent form from the parent(s), including dates, times, and dosage. Recommended dosages must align with those on the original container unless otherwise specified in writing by a physician.

Please note that no medication of any kind will be administered without these forms completed and signed.



All medication is stored in a locked container, and if refrigeration is necessary, it is placed in a locked container within the refrigerator. For safety reasons, please do not send medication on the bus with school-aged children. All medication should be placed directly in the designated areas or handed directly to an educator.

Certain medications—such as epinephrine, epilepsy medications, diabetic medications, or any other medication that has been prescribed and identified by a medical professional as requiring immediate access—must be kept readily available at all times. To help prevent a significant risk to your child's health, these medications will be carried by your child's primary educator throughout the day.

Immunization Policy

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. A copy of your child's immunization record will be kept in their file.

Allergies, Nut Free and Special Dietary Needs Policy

Any allergies or special dietary needs you have noted on your child's registration form—such as bee stings, peanuts, eggs, milk, etc.—will be clearly posted in the kitchen and program areas to ensure all staff are aware. If an emergency “epi-pen” is required, it will always be carried with the educator responsible for the child. It is essential that you keep the Centre informed of any changes in your child's health, as Laurentian Child and Family Centre is a nut-safe, peanut-safe, and egg-safe environment. The number of children with life-threatening allergies to nuts, eggs, and peanuts is increasing, and we must take all possible precautions to protect them.

As an added measure, we request that you avoid serving peanut butter to your child for breakfast before arriving at the Centre. If peanut butter has been consumed, please wash your child's hands and face, ensure their teeth are brushed, and consider dressing them after breakfast to avoid peanut residue. Even a small amount of exposure may cause a severe reaction in children with allergies. To further reduce risk, no outside food should be brought into the Centre without prior approval from the Executive Director.

This is a serious issue, and we appreciate your understanding and cooperation. If you have any questions, please speak with the Centre Director.

Injury Report Policy

If your child suffers a minor injury, such as a pinched finger or scraped knee, the educator will complete an "Incident Report" detailing the description of the incident and the procedures administered. You will be asked to sign a copy of this report, which will then be kept in your child's file. If you require additional information regarding the incident, please feel free to contact the Centre Director. In the case of a more serious injury that requires medical attention, a report will be filed with the Ministry of Education as required.

Safe Water Policy and Procedure

Please note that in the event a "Boil Water Advisory" is issued, the Local Health Authority may require the implementation of additional procedures or the elimination of certain procedures outlined in our policy, depending on the circumstances surrounding the advisory. We will document any actions taken that affect the health, safety, or well-being of children and staff in our logbook, and ensure that updated information is distributed to parents.

During a Boil Water Advisory, Laurentian Child and Family Centre will take the following steps:

- Obtain bottled water on-site to address any immediate emergency needs.
- Disinfect the nozzles on water dispensing units by submerging them for 20 minutes in a cup of water containing several drops of unscented Javex.

The following aspects of our program, which involve the use of water, will be carefully monitored and adjusted as needed:

- Hand/Face Washing
- Food Preparation
- Cooking
- Dishwashing
- Table/Countertop and Toy Disinfecting
- Water Play Tables
- Laundry
- Diapering

These precautions ensure the continued health and safety of the children and staff at Laurentian Child and Family Centre during a Boil Water Advisory.

Other Relevant Policies

Emergency Management Policies and Procedures

Your child will participate in monthly fire and emergency drills, which will be initiated by either Laurentian University personnel or the Centre Director. The evacuation procedure is posted in each playroom for reference. The purpose of these drills is to help familiarize your child with evacuating the building in a calm and orderly manner, without panic.

In the event that the Centre must be evacuated for any reason—such as a fire, flood, chemical spill, bomb threat, disease outbreak, or any other significant damage to the site, including loss of water, heat, or power—the L.U. School of Education will serve as the designated alternate site for the main Centre, and the main Centre will be the alternate for Campus Kids. If both of these sites are deemed unsafe, the Laurentian University Physical Education/Pool Facility will be our designated place of shelter. Parents will be contacted by phone by the office staff to inform them of the location of the Centre.

Child Abuse Reporting Policy

Laurentian Child and Family Centre follows the regulations of the Child and Family Services Act (C.F.S.A.) for reporting suspected child abuse to the Children's Aid Society. Child abuse includes neglect, physical abuse, sexual abuse, and emotional abuse that causes permanent harm. All individuals in a caregiving role, including staff, parents, teachers, and child care workers, are required to report suspected abuse. If there is uncertainty about whether a report is necessary, staff may consult with an intake worker at the Children's Aid Society. The safety and well-being of the children in our care is our top priority.

For concerns about potential abuse or neglect, parents or guardians should contact their local Children's Aid Society (CAS) directly. For further information, please visit: [Children's Aid Reporting Abuse](#).

Child Protection and Prohibited Practices Policy

The Laurentian Child and Family Centre (LCFC) is committed to providing a safe, inclusive, nurturing, and respectful environment where all children are protected from harm and supported in their physical, emotional, social, and cognitive development. All employees, students, volunteers, contractors, and visitors share responsibility for ensuring the health, safety, dignity, and well-being of every child.

Children have the right to be treated with dignity, respect, and care at all times. LCFC maintains a zero-tolerance approach to abuse, neglect, harassment, discrimination, exploitation, sexual misconduct, and any conduct that compromises a child's safety or well-being.

Any employee, student, volunteer, or contractor who engages in prohibited practices or inappropriate conduct will be subject to disciplinary action, up to and including termination of employment or placement, reporting to appropriate authorities, and notification to regulatory bodies as required by law.

These practices include physical punishment, emotional and/or psychological harm, deprivation of basic needs, isolation and confinement, sexual abuse, sexual misconduct and exploitation, neglect, discrimination and harassment.

Personal Information Privacy Policy

Laurentian Child and Family Centre (LCFC) complies with the Personal Information Protection and Electronic Documents Act (PIPEDA), which mandates the protection of personal information. LCFC is committed to safeguarding the privacy of clients and employees by ensuring personal information is collected, used, and disclosed appropriately. The Centre collects personal information to provide child care services to clients and manage employee administration. LCFC's privacy policy aligns with PIPEDA, and it may be amended if future provincial privacy legislation requires changes.

Serious Occurrence Reporting and Notification Policy

At Laurentian Child and Family Centre (LCFC), the safety and well-being of the children in our care are of utmost importance. A *serious occurrence* refers to any incident that significantly affects a child's health or safety, such as an injury requiring medical attention, a missing child, a security threat, or any other event that could pose harm.

In accordance with the Ministry of Education, LCFC is committed to ensuring transparency and accountability regarding serious occurrences. All serious occurrences are documented



on a Serious Occurrence Notification Form, which will be posted at the inside entrance on the Administration board. This posting helps support the safety and well-being of children while providing transparency to parents about incidents that may occur in the child care program.

To protect personal privacy, the form will not include any identifying information about children or staff, such as names, initials, or age. The information shared will strictly adhere to confidentiality requirements.

In the event of a serious occurrence, immediate action will be taken to ensure the child's safety. The Centre Director will notify the appropriate authorities, including parents and the Ministry of Education, as required. The occurrence will be fully documented, and corrective measures will be taken where necessary.

Parent Concerns and Communication Policy

At Laurentian Child and Family Centre, we believe in open communication with parents and guardians. We encourage you to be actively involved in your child's experience in our program and to regularly discuss how they are doing. As part of our commitment to fostering positive relationships, we are dedicated to creating a supportive and responsive environment for both children and their families.

If you have any concerns or issues, we take them seriously. Whether the concern is raised verbally or in writing, we will make every effort to address and resolve it promptly. Our goal is to ensure all concerns are resolved to the satisfaction of everyone involved, and we will keep you informed throughout the process. You can expect an initial response within two business days, and detailed responses will be provided in a way that respects the privacy of everyone involved.

We understand the importance of confidentiality. Any concerns will be handled confidentially, and we will protect the privacy of all parties, including parents, children, staff, and volunteers. Information will only be shared if necessary, such as when required by the Ministry of Education, Children's Aid Society, or other legal authorities.

At Laurentian Child and Family Centre, we maintain high standards of respect and professionalism. We do not tolerate harassment or discrimination from anyone involved in the Centre, including parents, staff, or visitors. If at any time you feel uncomfortable, threatened, or disrespected during a conversation, you have the right to end it and report the situation to the Board of Directors or licensee.



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

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

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

Final Message to Families

Thank you for taking the time to read through our Parent Handbook. At Laurentian Child and Family Centre, we understand that choosing a childcare provider is an important decision, and we are honored to be entrusted with the care and development of your child. Our team is dedicated to creating a safe, nurturing, and stimulating environment where children can thrive, learn, and grow.

We believe that communication between families and staff is essential for creating the best experience for your child. We encourage you to be actively involved in your child's learning journey and to share any concerns, ideas, or feedback with us. Our goal is to work together to support your child's well-being, development, and success.

If at any time you have questions, need clarification, or wish to discuss any aspect of your child's care, please do not hesitate to reach out to our staff or management team. We are always here to listen, provide support, and collaborate with you to ensure a positive experience for your child and your family.

We are excited to be a part of your child's early childhood education and look forward to building a strong partnership with you throughout their time with us. Together, we can create a caring and enriching environment that fosters growth, confidence, and a love of learning.

Thank you again for choosing Laurentian Child and Family Centre. We look forward to a successful and rewarding journey with you and your child!

Warm regards,
The Team at Laurentian Child and Family Centre

"The child's development is shaped not by what we give them, but by the opportunities we provide for their own self-expression."

~ Friedrich Froebel