



Beaver Creek
Daycare

PARENT HANDBOOK

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Table of Contents

Welcome!	5
Program Statement & Goals	5
Goals for Children and Program Expectations	6
Goals that guide the program for children at Beaver Creek Daycare and the approaches that will be implemented in the program to:	6
Academic Development	9
Nutrition	9
Creativity through Play	10
Program Statement Implementation Policy	10
Commitment to Excellence	12
Services and Age Categories	12
Our Curriculum	12
TODDLER PROGRAM: Teacher/Child Ratios 1:5	12
PRESCHOOL PROGRAM: Teacher/Child Ratios 1:8	12
Our Staff	13
Services Provided	13
Schedule and Attendance	13
Code of Behaviour	14
Parent/Guardian Involvement	14
Items Required to be Provided by Parents/Guardians	14
Labels and lost and found items	14
Centre security system	14
Outdoor weather safety policy	15
Spring and Summer Months	15
Fall and Winter Months	15
SNOW POLICY	15
WAITING LIST POLICY	16
Purpose	16
Policy	16
Procedures	16
Placing a Child on the Waiting List	16
Determining Placement Priority when a Space Becomes Available	16
Offering an Available Space	17
Responding to Parents/Guardians who inquire about their Child's Placement on the Waiting List	17
Maintaining Privacy and Confidentiality	17



Review	17
ADMINISTRATION POLICY	18
Tours and Appointments	18
Admission process.....	18
Registration Process.....	18
Base Fees.....	19
Non-base fees	19
Trial Period.....	20
Student Transitions.....	20
Payment for Absences.....	20
Rates for Holidays	20
Arrival and Departures.....	20
SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES.....	21
WITHDRAWAL POLICY.....	24
Purpose:.....	24
Reflection and Review	24
BEHAVIOUR GUIDANCE POLICY.....	25
Purpose.....	25
Monitoring	25
Informing Parents/Guardians.....	25
Progressive Steps for Behavior Management.....	26
MEDICATION POLICY.....	27
Health and Safety	27
Illness and Emergencies	28
Sudden changes in behaviour.....	28
Administrative Procedures.....	29
Accident Reports	30
Immunization and Medical Records	30
Medication.....	30
Prescription Medication Administration	30
Accidental Administration of Medicine.....	31
Allergies	31
Individualized plan for a child with medical needs	32
Review of the child's individual plan and emergency procedures	32
ANAPHYLAXIS POLICY	33
Purpose.....	33
Intent.....	33



Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens.....	33
Anaphylaxis Emergency Plan.....	34
Child's individual plan for an anaphylaxis emergency and emergency procedures	35
Communication plan	35
Emergency Protocol.....	36
Drug and Medication Requirements	37
Training on procedures to be followed in the event of a child having an	37
anaphylactic reaction	37
Procedures to be followed in the circumstances described below:.....	37
Review of the child's individual plan and emergency procedures.....	38
Review.....	38
Confidentiality.....	38
Glossary	38
PLACEMENT STUDENTS AND VOLUNTEER POLICY.....	40
Intent.....	40
Policy	40
General.....	40
PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES	41
Purpose.....	41
Policy.....	41
Procedures	42
Confidentiality.....	43
Conduct.....	43
Concerns about the Suspected Abuse or Neglect of a Child	43
Review.....	44
Intent	44
Liability	44
Termination of Care	44



Beaver Creek
Daycare

Welcome!

Dear Parents/Guardians,

We are delighted to welcome your child/children to *Beaver Creek Daycare*, a nurturing and stimulating learning environment where your child's unique potential can blossom. Our dedicated team of educators are committed to providing a comprehensive and engaging program that fosters academic development, nutrition, creativity, and a sense of self-discovery in a safe and supportive atmosphere.

Beaver Creek Daycare's program is based on the Ministry's policy statement on programming and pedagogy of *"How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)"*. This document will be used for the purpose of guiding our childcare program under subsection 55 (3) of the Childcare and Early Years Act (CCEYA).

❖ **Children are competent, capable of complex thinking, curious, and rich in potential.**

At *Beaver Creek Daycare*, we believe that every child is a unique individual with a remarkable capacity for growth and learning. We approach early childhood education with a holistic perspective, recognizing the interconnectedness of various aspects of child development. Our program is designed to nurture not only your child's cognitive and academic skills but also their social, emotional, physical, and creative well-being.

Program Statement & Goals



Our program is based on four foundational conditions that are important for children to grow and flourish: **Belonging, Well-Being, Engagement, and Expression.**

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as selfcare, sense of self, and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or Communication

(To be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.



Beaver Creek
Daycare

Goals for Children and Program Expectations

Goal: Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.

Program Expectations: To cultivate authentic, caring relationships and connections in order to create a sense of belonging among children, adults, and the world around them.

Goal: Every child is developing a sense of self, health, and **well-being**.

Program Expectations: To nurture children's healthy development and support their growing sense of self.

Goal: Every child is an active and **engaged** learner who explores the world with body, mind, and senses.

Program Expectations: To provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.

Goal: Every child is a capable communicator who **expresses** himself or herself in many ways

Program Expectations: To foster communication and expression in all forms.

Goals that guide the program for children at Beaver Creek Daycare and the approaches that will be implemented in the program to:

(a) Promote the health, safety, nutrition, and well-being of children

Approach:

- Providing nutritious food and beverages that incorporate family and cultural preferences
- Creating positive eating environments with foods and portion sizes that are responsive of children's cues of hunger and fullness
- Encouraging children to practice important skills such as feeding themselves
- Providing regular daily opportunities for children to be physically active and explore the world around them with their bodies, minds, and senses
- Incorporating opportunities to practise self-help skills based on each child's capabilities throughout daily activities and routines
- Facilitating children's efforts to take reasonable risks, test their limits, and gain increasing competence and a sense of mastery through active play and social interactions
- Support children to take initiative, tackle challenges with enthusiasm and persistence, and cope with and adapt to changes, frustrations, and the unexpected in everyday living
- Recognizing and supporting children's developing and varied self-regulation abilities in all domains (biological, emotional, communicative, cognitive, social)
- Reaching out to all families and aiding them in making connections to formal supports (i.e., community agencies) and informal supports (i.e., connections with other families and/or their own support networks) if needed.



(b) Support positive and responsive interactions among children, parents/guardians, and staff

Approach:

- Capitalize on opportunities for one-on-one interactions during daily routines
- Discover unique characteristics of each child (what the children are interested in, personality traits, likes and dislikes, strengths, and weaknesses, etc.)
- Assist children in achieving their goals rather than reprimanding children for undesirable behaviors (i.e., support children's efforts in joining other in play, look for root cause of behavior, notice, acknowledge and document positive interactions and attempts at self regulation; share this information with children and families to gain new insights.)
- Help children accept and value the differences of others for typically developing children and for children who require additional support
- Build connections between the home and the Centre by communicating with families using multiple means (i.e. send email updates, monthly newsletters, and calendars, make available daily schedules and routines, daily charts, and art and class work created by the children, etc.).

(c) Encourage children to interact and communicate in a positive way and support their ability to self regulate

Approach:

- Engage in authentic, reciprocal communication with children, where children participate as both initiators and equal partners
- Help children learn strategies for becoming or staying calm and focused by enabling them to recognize and modulate their emotional states and impulses and become more aware of the effects of their actions on others
- Support children's developing ability to self regulate by being responsive and attuned to their cues, arousal states, and responses to various stressors
- Provide environments that reduce stressors while recognizing and supporting children's efforts and increasing ability to self regulate.

(d) Foster the children's exploration, play, and inquiry

Approach:

- Providing a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate
- Participate with children as a co-investigator, co-learner, and co-planner
- Design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning
- Creating opportunities throughout daily experiences that enable children to explore, wonder about, care for, and make connections to the natural environment
- Provide time, space, and materials to encourage expression through creative materials that reflect children's capabilities as well as their social and cultural background
- Build confidence and a sense of accomplishment
- Foster creativity, imagination, and problem-solving skills
- Work with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices
- Plan daily routines with limited interruptions and transitions to give children time to explore, question and test theories, and ideas as they inquire about the world around them and maintain



- a sense of calm and simplicity for toddlers and providing ample opportunities through large blocks of time for older children to engage in sustained, complex play, and inquiry
- Connect with families and communities and inviting their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives.

(e) Provide child-initiated and adult-supported experiences

Approach:

- Encourage children to initiate experiences, generate ideas, plan, problem solve, make meaningful choices, and act spontaneously through play
- Educators engage with children, plan, participate, and learn with the child about his or her questions, theories, and curiosities.

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

Approach:

- To utilize a holistic approach in early learning and care, where all the curriculum elements function in harmony with each other
- Promote healthy development by emphasizing responsive relationships, and stimulating environments
- Program plan based on ongoing observations that appeals to the uniqueness of each and every child.

(g) Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the individual needs of the children receiving childcare

Approach:

- Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, considering individual schedules and needs of the children enrolled at the Centre
- Weekly program plans will be developed that will incorporate indoor and outdoor play and active play that is based on individual interests and observations of the children, and alternatives for indoor play due to incremented weather will be offered.

(h) Foster the engagement of and ongoing communication with parents/guardians about the program and their children

Approach:

- Pedagogical documentation will be utilized for staff to co-plan with children and with families
- Resources will be shared with parents of children enrolled at the Centre
- Discuss with parent(s)/guardian(s) unique approaches, long-term planning initiatives, and give consultation on various situations
- Developmental assessments and progress reports will be shared and discussed with parent(s)/guardian(s) twice per year
- Inform and include parent(s)/guardian(s) in what and how their children are learning by sharing daily communication logs, daily schedules, and daily charts.

(i) Involve local community partners and allow those partners to support the children, their families, and staff



Beaver Creek
Daycare

Approach:

- Work collaboratively with local community partners on providing the best possible childcare service to families by sharing resources and information
- Involve local community partners in various events and special activities at the Centre.

(j) Support staff at Beaver Creek Daycare in relation to continuous professional learning

Approach:

- Head staff at Beaver Creek Daycare have their Early Childhood Education (E.C.E) diplomas. All staff who possess their E.C.E.'s is also registered with the College of Early Childhood Educators.
- Staff ratios are always maintained according to CCEYA standards
- Staff meetings and trainings are held monthly or as needed
- Staff attend seminars and workshops to engage in continuous learning, explore new ideas, revisit current policies and standards, and learn about new practices
- Pedagogical documentation is a way for staff to learn about how children think and learn and to aid in weekly program planning
- Staff take responsibility for their own learning and make decisions about ways to integrate knowledge from theory, research, experiences, and their understanding of the children and families they work with
- Staff plan for and create positive learning environments and experiences in which children's learning and development are supported.

(k) Documenting and reviewing the impact of the strategies on the children and their families

Approach:

- Use pedagogical documentation to find meaning in what children do and what they experience
- Document and review strategies on a regular basis
- Ask questions to help support planning that reflects the children's experiences and to provide a deeper understanding of why these experiences are important for children
- Invite families to contribute to the planning and to provide extended insight and interpretations on children's experiences

Academic Development

Academic development is at the heart of our comprehensive program. We provide nurturing environments and experiences where your child can explore, discover, and learn through hands-on experiences, engaging activities, and interactive learning opportunities. Our curriculum is designed to align with the national early learning standards, ensuring that your child is well-prepared for formal schooling.

Nutrition

We recognize the importance of providing your child with nutritious meals and snacks to support their growth and development. Our catering company "*Real Food for Real Kids*" prepares fresh, organic, wholesome meals that meet the nutritional needs of young children. We also encourage healthy eating habits and educate children about the importance of a balanced diet. Morning snack, lunch and afternoon snack will be provided. Four-week menus are displayed for parents/guardians to view on the Parent Information Board. All food allergies and food restrictions are respected and posted in our kitchen and classrooms. We strive to maintain a nut-free environment.



Creativity through Play

We believe that creativity is the foundation for lifelong learning and personal expression. Our program provides ample opportunities for your child to explore their imagination and creativity through engaging activities such as arts and crafts, dramatic play, movement, music, and storytelling. Encouraging the creative expression of ideas, feelings, and interpretations using a variety of materials also helps solidify children's learning, enhances their creative problem-solving and critical thinking skills, and strengthens their memory and sense of identity.

Review

Approaches set out in this program statement are implemented in the operation of its program at Beaver Creek Daycare. The impact of these approaches will be reviewed regularly to maintain a productive and enhanced program at Beaver Creek Daycare. All employees, volunteers, and students will review the Program Statement prior to interacting with children and at any time when the program statement is modified, and sign-off annually that they will strive to implement these approaches on a daily basis.

Program Statement Implementation Policy

Our program is implemented through a variety of engaging and interactive activities that are tailored to the individual needs and interests of each child. The daily schedule will incorporate active play, indoor and outdoor play, as well as rest and quiet time, and alternatives for indoor play due to incremented weather will be offered. Our educators utilize a variety of teaching methods, including play-based learning, hands-on activities, and guided discovery.

Staff, students, and volunteers are required to implement all of the 11 approaches outlined in the centre's program statement. Staff may not be doing all 11 approaches every day for every child because which program goal staff are working on can change from activity to activity and from day to day. However, any time staff is interacting with a child, staff will use the approaches outlined in the program statement for the goal of supporting positive and responsive interactions. Beaver Creek Daycare will use pedagogical documentation to demonstrate how the approaches to reaching program goals are being implemented.

Prohibited Disciplinary Practices

At Beaver Creek Daycare there shall be no:

Corporal Punishment of a child

- a) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- b) Locking the exits of the childcare centre or premises for the purpose of confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- c) 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.
- d) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- e) Inflicting any bodily harm on children including making children eat or drink against their will.



Permitted Disciplinary Practices

In our program we foster cooperation and independence by using:

- 1) Redirection: guiding a child into acceptable options
- 2) Natural and Logical Consequences: making the child aware of the results of their actions.
- 3) Setting Limits: teachers develop boundaries for the children, either as a group or individually according to the situation
- 4) Modeling: demonstrating appropriate behaviours to the children
- 5) Providing Choices: teachers outline appropriate choices and children are encouraged to make decisions for themselves.
- 6) Anticipating: teachers plan and prepare the environment in such a manner to avoid conflict.
- 7) Recognizing feelings: teachers acknowledge children's feelings and let them know what they can do and not do.
- 8) Giving time: Teachers let children know ahead of time what will happen next.
- 9) Offering help: Teachers let children know that they will help them when they need it.
- 10) Showing respect: Teachers use a calm voice to speak to children about their behaviour.

A positive approach ensures health and safety, respect for the rights of others and maintains equipment. If disruptive behaviour is noticed, the Supervisor shall contact the parents to determine an appropriate course of action.

Monitoring and Review

The Supervisor or designate will meet with staff, supply staff and volunteers/or students regularly to monitor and support staff in the implementation of the Program Statement.

Monitoring will be conducted by the Program Coordinator, Director or designate. Contraventions will be documented and will include examples where required.

The Supervisor will ensure staff, supply staff and volunteers/or students review and sign the policies and procedures upon employment and annually thereafter. He/she will also encourage professional skills development in this area if required.

All documentation pertaining to staff monitoring of the Program Statement implementation policy will be kept on file at the Beaver Creek Daycare office for 3 years.

Measures for Dealing with Contraventions

If staff, supply staff, volunteers and/or students do something that contravenes the centre's program statement and/or a commission of a prohibited practice, individual who has observed the incident should consider the reason for the contravention and whether they are required to make the report to a Children's Aid Society. Beaver Creek Daycare will consider the severity of an incident and whether it was a repeated behaviour.

Contravention of the Implementation of the Program Statement will lead to disciplinary measures being taken and may result in immediate dismissal.

In cases where staff, supply staff, volunteers and/or students are not immediately dismissed from their employment/volunteering with the childcare program, the individual will be monitored and be directed to review the policies and procedures with Supervisor.



Beaver Creek
Daycare

Commitment to Excellence



At *Beaver Creek Daycare*, we are committed to providing a high-quality early childhood education experience that nurtures your child's development and prepares them for a lifetime of learning and success. Our team is passionate about early childhood education and dedicated to creating a nurturing environment where your child can thrive.

We invite you to visit our daycare centre and experience the warm and welcoming atmosphere that we have created. We would be delighted to answer any questions you may have and discuss how we can partner with you to support your child's unique learning journey

Services and Age Categories

Toddler program: 18 months – 2.5 years

Preschool program: 2.5 years- 5 years

At Beaver Creek Daycare, we offer a morning snack, lunch, and an afternoon snack. We ask parents/guardians to bring in any pureed food if their baby is not yet on solid foods. Food from the kitchen will be offered once your child is ready to eat solid food. Parents/guardians are to ensure that they bring enough sippy cups/bottles to cover their child's day. Homo milk and 2% milk will be provided by the daycare. Parents/guardians are required to provide breastmilk and formula if needed.

Our Curriculum

TODDLER PROGRAM: Teacher/Child Ratios 1:5

In the toddler program our children range in ages from 18 months to 30 months. Our educator to child ratio is 1:5. We have an operating licensing capacity of 60 toddlers.

In the toddler program we use a play-based learning approach to foster independence and enhance social interactions. All the equipment in this program is at a low standing level allowing the children to work independently. Parallel play, playing in close proximity to peers with similar play materials without an exchange of ideas or things is very common in the toddler room. This is why in this program you will see an abundance of the same items. Toddler's expressive language flourishes at this stage of development. To support this development, the educators provide the children with opportunities to enhance their language growth, through songs, storytelling, rhyming, noticing what the child is doing and labelling words. Toddlers will also begin expressing emotions and feelings in language and pretend play. Educators are present in the child's play to support this emotional experience, inviting the child to feel safe, sense of self advocacy, as well as beginning to develop feelings of empathy for others.

PRESCHOOL PROGRAM: Teacher/Child Ratios 1:8

In the preschool program our children range in ages from 2.5 years to 5 years Our educator to child ratio is 1:8. We have an operating licensing capacity of 48 children. We believe that the preschool environment and space belongs to the children. Our goal is to create an environment and program,



where children are part of decision-making process. This process is to foster independence so that children can make informed decisions as to their play and learning. Our shelves are housed with open ended, interesting, and engaging materials that invite children to investigate all the different possibilities of exploration, play and inquiry. The outdoor learning environment offers an abundance of opportunities for children to problem solve and be innovative. Our preschool children enjoy a wide range of activities designed to develop their physical, social, and communication skills.

Our Staff

Our dedicated team of educators strive to maintain the highest standards while working with children at our Centre. Prior to hiring, our staff are required to complete the following: Clear Vulnerable Sector Check, First Aid and CPR Training, current health assessment and immunization record, Record of Qualifications and signed acknowledgment of the policies and procedures.

Services Provided

The Childcare Provider will provide the following services:

- Age-appropriate activities and educational materials
- A safe and clean environment for the child
- Supervision and care of the child during agreed-upon hours.
- Nutritious meals and snacks in accordance with Canada's Food guide- morning snack, lunch and afternoon snack, access to water at all times (Parents/guardians of a child who has a special dietary and feeding arrangement must provide written instructions about how the child needs to be fed and/or what they can/cannot eat and drink).

Schedule and Attendance

The Childcare hours of operations are Monday through Friday from 7:30 am to 6:00 pm. The centre is open year-round; however, we are closed on Statutory Holidays and Civic Day. The Childcare Provider will provide care during the hours and days agreed upon in advance. The parents/guardians must notify the Childcare Provider a week in advance of any changes to the schedule or if the child will not attend on a scheduled day.

Annual Christmas–New Year Period

Each year, the days surrounding the Christmas-New Year period are reviewed to determine the centre's hours of operation. In some years, depending on when the statutory holidays fall, the Centre may close earlier on December 24th and December 31st. Parents will be advised in advance whether any dates during the Christmas Period include a half day closure.

Annual shut down for maintenance

Each year, Beaver Creek Daycare closes for one week for maintenance and staff break. Parents will be notified in advance of dates. Please be aware that when the Centre is closed for maintenance, there will be no reimbursement or credit of childcare fees.



Code of Behaviour

At all times, staff, children, and parents/guardians shall be courteous to others, use acceptable language, conduct themselves in a manner which allows them to feel safe from physical and verbal abuse, resolve conflict in a peaceful manner, respect the building and equipment, as well as personal property, and show personal respect for all individuals through behaviour and words.

Parent/Guardian Involvement

Consistent positive communication is essential between parents/guardians and the staff at our Centre. The Childcare Provider will provide regular updates on the child's activities, behavior, and progress by sharing daily communication logs, daily schedules, and daily charts. Resources will be shared with parents of children enrolled at the Centre. Parent(s)/guardian(s) are encouraged to participate in programs and attend special events.

Items Required to be Provided by Parents/Guardians

- ❖ Sippy Cup (All sippy cups are to be taken home and brought back the following business day)
- ❖ An extra set of clothing appropriate to the season that is easily maintained and comfortable for a busy child's day. This includes socks, underwear, undershirts, shirts, and pants. Children may need these if they get dirty, wet, or have a toileting accident. When a bag of soiled clothing comes home, please replace it right away.
- ❖ Diapers, Wipes, and Diaper Cream
- ❖ Blanket/ /Small Pillow
- ❖ Soother for nap time (please make sure its labelled and stored in a container)
- ❖ (Children who bring a blanket and pillow will be required to leave their items at the Centre until the last day of attendance of the week. Parents/guardians will be asked to take their items home for the weekend to get washed and will return them on the first day of attendance the following week.
- ❖ Extra jacket or sweater to have throughout the year, as the weather can easily change from morning to afternoon without warning.
- ❖ Suitable indoor footwear for active play (no laces please)
- ❖ Seasonal outdoor clothing, including rainwear, hats, mittens, neck warmer, snow pants/snow suits, outdoor shoes/boots etc.

Labels and lost and found items

Please label all items with your child's full name that are brought from home. We are careful about looking after each child's personal property; however, we cannot be held responsible for loss or damage to property left at the Centre.

Lost items will be placed in the lost and found box located near the front entrance.

Centre security system

Each classroom, hall, exit and playground are monitored with cameras at our Centre. Doors will be locked at all times. When parents/guardians pick up and drop off their child/children, they must buzz in at the front entrance to enter the Centre.



Outdoor weather safety policy

Beaver Creek Daycare will use their discretion as to what is safe for the children, either eliminating outdoor play or reducing weather exposure to a shortened amount of time outdoors.

Spring and Summer Months

Children will stay indoors during designated outdoor time if the temperature reaches over 30°C especially when there is a UV index, combined with humidity and smog alerts. All parents/guardians will be required to provide a sunscreen with a protection factor of SPF30 or higher. Please ensure your sunscreen is not free and is labelled with your child's name.

Fall and Winter Months

Children will stay indoors during designated outdoor time if the temperature falls to -10°C for toddlers and -15°C for preschoolers including wind chill. ***Please ensure your child arrives at the Centre wearing the appropriate clothing for the weather. This includes coats, snow suits/pants, hats, shoes/boots, gloves/mittens, neck warmers etc.**

SNOW POLICY

Inclement Weather / Snow Day Procedures

Closure prior to the opening of the Centre

If inclement or severe weather occurs prior to the opening of the Centre, Management will make a collective decision based on the specific criteria outlined below. Once weather alerts are announced please be aware and check your emails to receive updates. Once a decision has been made to close the Centre, Management will proceed to inform all parents and staff of the closure.

Closure of the centre during normal operating hours

If the Centre is open and weather conditions quickly deteriorate, the staff and management will ask parents to wait at the Centre until we can ensure that proper ratios are in effect prior to the parents leaving. Management will continue to monitor and assess the conditions and consider the safety of staff and families in returning home. If Management determines that the Centre must close during normal hours of operation, parents will be called and required to pick up their children as soon as possible.

Please be aware that if the Centre is closed or should close prior to regular closing hours, there will be no reimbursement or credit of childcare fees.

Criteria Used to Determine a Closure

- The Upper Grand District School Board is closed
- No power or water at the Centre



WAITING LIST POLICY

Purpose

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

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

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

Policy

- Beaver Creek Daycare will strive to accommodate all requests for the registration of a child at the childcare centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents/guardians for placing a child on the waiting list.

Procedures

Receiving a Request to Place a Child on the Waiting List

The Supervisor/Designate will receive parental requests to place children on a waiting list via phone, email, or in-person.

Placing a Child on the Waiting List

The Supervisor/Designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Once a child has been placed on the waiting list, the Supervisor/Designate will inform parents/guardians of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping and siblings of children currently enrolled and children of the staff.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.



Offering an Available Space

Parents/guardians of children on the waiting list will be notified via email that a space has become available in their requested program.

Parents/guardians will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.

Where a parent/guardian has not responded within the given timeframe, the Supervisor/Designate will contact the parent/guardian of the next child on the waiting list to offer them the space.

Responding to Parents/Guardians who inquire about their Child's Placement on the Waiting List

The Supervisor/Designate will be the contact person for parents/guardians who wish to inquire about the status of their child's place on the waiting list.

The Supervisor/Designate will respond to parent/guardian inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents/guardians.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Review

All employees, students and volunteers must review this policy prior to providing care to children. A written record of the review must be signed and dated by those participating in the review. This policy is reviewed annually by the organization to ensure that it is current and meets requirements. Records of reviews are to be kept on file in a secure location for at least three years from the time of entry.



ADMINISTRATION POLICY

Tours and Appointments

Parents/guardians who are interested in registering their child are invited to call the Centre and arrange for an appointment with the Supervisor, where you can tour the Centre, observe the program, meet the staff, and ask questions.

Admission process

Parents/Guardians who decided to enroll their child/children into Beaver Creek Daycare must fill and sign the registration form package, including the authorized pick-up form, emergency contact form, medical history form and the daycare enrolment contract, along with a copy of the child's immunization record and send it to the appropriate daycare email address. Parents/Guardians will then receive the confirmation email within 5 business days.

Registration Process

Once the enrollment package is received, then registration payment is required.

- In order to secure a spot for your child, Beaver Creek Daycare requires a security deposit (cheque OR E-TRANSFER) that will be applied to your child's first two and last two weeks of enrollment. You are required to cover a full-time fee of 5 days per week.
- Please see the REGISTRATION fees due per program:

Toddler and Preschool:
First two weeks: \$220.00
Last two weeks: \$220.00
TOTAL: \$440.00
- Fees are to be paid by a series of bi-weekly payments. Parents/guardians will fill a PAD authorization form, which will authorize Beaver Creek Daycare to withdraw payment. An appropriate form will be given at the time of registration and must be filled out prior to starting. Beaver Creek Daycare reserves the right to discontinue care for your child when tuition is in arrears of 30 days. If there are any concerns regarding payment, please contact the Centre Supervisor.
- The first late payment has no associated late fee charge, with every subsequent late payment subject to a \$25 fee.
- Failure to make timely payments may result in termination of care services.
- One-month notice (30 days) of withdrawal is required for the security deposit to apply.



Base Fees

Beaver Creek Daycare Standard Base Fees are:

- Toddler fee is \$57.52 per day
- Preschool fee is \$52.55 per day
- Payment is on a weekly basis

Beaver Creek Daycare chose to opt-in to the CWELCC program.

CWELCC allows parents to pay a fraction of the fees while the government covers the other portion. In 2025, the deducted rate for toddler program is 61.75% of your full fee, which means that Parents/Guardians will pay 28.25 % of the full fee. In 2025, the deducted rate for preschool program is 58.14 % of your full fee, which means that Parents/Guardians will pay 41.86% of the full fee. Fees are subject to change. The fees will be reduced until reaching an average base fee of \$10 a day by 2025-26 for licensed child care spaces in Ontario.

Beaver Creek Daycare base fees payable by parents/guardians under the CWELCC Program:

- Toddler and Preschool fees are \$22.00 per day
- Payment is on bi-weekly basis

These base fees cover your child's enrollment from 7:30am - 6:00pm, Monday through Friday, and three (3) meals a day.

There is no fee reduction for sick days, for vacations or Statutory holidays. In order to keep fees as low as possible, parents/guardians are required to continue to pay regular base fees to maintain their space when their child is absent.

Tax receipts will be issued every year by March 30th.

Non-base fees

Non-base fees are optional services, where there is an additional fee. These fees are not supported under CWELCC. They will be charged separately.

Non-base fees include:

1. fees charged for optional items or services (e.g. extra activities, such as yoga, music, sports)
2. an NSF fee (returned cheques) in the amount of \$25 plus any late fees that may have occurred, if a parent(s)/guardian(s) tenders a cheque to Beaver Creek Daycare for which there are insufficient funds in his or her bank account.
3. Overtime and Late Fees- All late fees are strictly enforced and are due immediately after each occurrence.

Late pick up: If the parent/guardian picks up their child/children later than 6:00 PM the following overtime rate will be charged: \$1 per minute.

Late payment: The first late payment has no associated late fee charge, with every subsequent late payment subject to a \$25 fee.

Policies are subject to change with given notice to parents/guardians.

Prices at time of registration may incur a change at time of commencement. *



Trial Period

There is a two-month trial period before your child is guaranteed a permanent place in the Childcare facility. This time will be used to determine if your child adapts well to the Childcare program and that the program fulfills all your child's needs.

Student Transitions

Children who start at Beaver Creek Daycare require a transition period. Transitions can range from 2, 3 or 5 days and time spent transitioning can range from 1 hour to a full day. All children transitioning will be counted in ratios. Transition fees are included in your child's first month's tuition. Transitions can be a stressful time for children, therefore there are certain steps that we take to try and minimize any child's discomfort with change.

Another way that we help all transitioning children adapt to their new classes is that we have staff visiting with the children to a new class prior to the transition period in order for the children to become familiar with a new class, teachers and children.

Payment for Absences

In the event that a child is unable to attend our childcare services due to illness, vacation, or any other reason, the full tuition fee will still be charged. This policy ensures that we can maintain our staffing levels and continue to provide high-quality care for all children in our program.

Notification of Absences: Parents/guardians must notify us of any planned absences 1 week in advance, such as vacations or scheduled appointments. For unplanned absences, such as illness or emergencies, parents/guardians must notify the Centre by telephone or email **by 10:00 am**. If we don't hear from parents/guardians, the Centre will attempt to contact the parents/guardians, and then emergency contacts provided.

Extended Absences: In the event of an extended absence due to illness or other circumstances, please notify us as soon as possible. We will work with the parents/guardians to determine the best course of action for maintaining their child's enrollment in our program.

Rates for Holidays

Care will not be provided, but payment is due on the following Statutory holidays in Ontario when they occur on a day the child(ren) is/are regularly scheduled:

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

Arrival and Departures

In the mornings, all children will be required to be dropped off in their own room or their designated classrooms no later than 11am. We understand that they are special circumstances



and please be advised that we do not allow drop off and pick up between 11,30am and 2,30pm because of program disturbance during lunch and sleep time.

In the evenings, children are not to leave their designated classrooms without the parent/guardian informing staff.

In the case of a separation or divorce if one parent is restrained by the courts from picking up the child, **we must have a copy of this order on file.**

During the arrival time (7:30am to 9:00am) and departure time (5:00pm to 6:00pm), there may be fewer staff present on site.

Please be advised that once parents/guardians have picked up their child, the child's well-being is now the parent's/guardian's responsibility.

If parents/guardians wish to talk to their child's teacher regarding their child's progress, ask any questions, or pose any concerns, it may be best to schedule a private meeting or phone conversation at a more suitable time as pick up time is often a busy time at the centre and it may be difficult for the teacher to give a parent their full attention as their main priority will be on the children remaining in the classroom.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

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

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

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

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

Policy

General

Beaver Creek Daycare will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

Dismissing a child from Beaver Creek Daycare without supervision

Staff will only release children from Beaver Creek Daycare to the parent/guardian or other authorized adult.



Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Accepting a child into Beaver Creek Daycare

1. When accepting a child into care at the time of drop-off, program staff will follow the following practice:

- o Program staff will acknowledge and greet the family at the time of drop-off.
- o Each enrolled child being dropped off at the centre in the morning will be signed in by the child's educator in the appropriate program on the attendance form. The educator will record the time, date, and sign off that they have completed the health assessment.
- o The educator will ask the parent/guardian how the child's evening/morning routine has been and if there are any changes to the child's pick-up procedure e.g., is someone other than the parent/guardian picking up the child at the end of the day.
- o Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up the child, the staff will confirm that the person is listed on the Authorized Alternative Person for Drop Off and Pick Up Form. If the person is not listed, the staff will ask the parent to provide authorization for pick-up in writing e.g., a handwritten note or an email correspondence.
- o The change will be documented in the daily communication logbook and all staff in the program will be informed verbally.

Where a child has not arrived at Beaver Creek Daycare as expected

1. Where a child does not arrive at the centre and the parent/guardian has not communicated a change in drop-off e.g., left a voice message, email or advised the closing staff the day before at pick-up, the staff in the program will:

- o Inform the Supervisor or designate and the staff will commence in contacting the child's parent/guardian no later than 10:00am. Staff will contact the parent/guardian by phone. If that parent cannot be reached, the staff will contact the second parent/guardian. The staff will continue to call the child's parent/guardian until an absence has been confirmed.
- o All efforts will be made to reach the child's parent/guardian e.g., call place of employment, emergency contact, adult continuing education facility etc.

2. Once the child's absence has been confirmed, program staff will document the child's absence on the attendance record and any additional information about the child's absence will be documented in the daily communication logbook.

Releasing a child from Beaver Creek Daycare

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child may be released to. Where the staff does not know who the individual picking up the child e.g., parent/guardian or authorized individual, the staff will:

- o Confirm with the Supervisor, designate or another staff member that the individual picking up the child is the child's parent/guardian/authorized individual.
- o Where the above is not possible, the staff member will ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- o Beaver Creek Daycare will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

Where a child has not been picked up as expected from Beaver Creek Daycare before the centre closes



1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes of that time frame, the closing staff shall contact the family/guardian. One staff will stay with the child whilst the other contacts the family by telephone. The staff will inform the parent/guardian that the child is still at the day care and will ask for an estimated time of arrival. Where the staff is unable to reach the parent/guardian, the staff will:

- Contact the second parent/guardian and or emergency contact listed in the child's file. If the individual picking up the child is the authorized individual and not parent/guardian and the contact information is available, the staff will contact the individual and confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre immediately. The staff will leave the contact number and the time the call is being placed.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff will call the emergency contact listed in the child's file and inform them that the child has not been picked up.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6pm, staff shall ensure that the child is given a snack, water, and activity, while they await their pick-up.
2. One staff shall stay with the child, while the second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire to see if everything is well and to find out of the estimated time of arrival. In the case where the person picking up the child is an authorized individual the staff will contact the parent/guardian first and then proceed to contact the authorized individual responsible for picking up the child if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian/authorized individual the staff will contact the emergency contact listed in the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file e.g., emergency contact, the staff shall proceed with contacting the local Children's Aid Society (CAS).

For Dufferin County, contact Dufferin Child&Family Services at 519 941 1530

Staff shall follow the CAS's direction with respect to next steps.

5. All late fees will be applied for any child that is picked up after 6pm as per our late fee policy protocol.

Dismissing a child from care without supervision procedures

Staff will only release children from Beaver Creek Daycare to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Policy Implementation and Review

The Safe Arrival and Dismissal Policy and Procedures for Beaver Creek Daycare will be reviewed with staff, students, and volunteers when they begin their employment or involvement with the centre and then annually or any other time when changes are made. The record of the review will be signed by the person who participated in and conducted the review. A record will



be kept of the date of each review conducted of this policy and these records will be kept for at least three (3) years in a secure location in the Supervisors office.

WITHDRAWAL POLICY

Purpose:

This withdrawal policy outlines the procedures and circumstances under which a child may be withdrawn from Beaver Creek Childcare. The policy serves to maintain a safe, respectful, and nurturing environment for all children and staff members in accordance with our Code of Behavior, Parent Handbook, and the Childcare and Early Years Act (CCEYA).

1. Notice of Permanent Withdrawal:

Four-Week Notice: To ensure a smooth transition for your child and to allow us to manage our program effectively, signed, written notice of permanent withdrawal must be given to Beaver Creek Childcare at least four weeks in advance.

2. Behavior-Based Withdrawal:

The Beaver Creek Daycare Childcare Provider reserves the right to terminate care immediately if the child's behavior is not conducive to the safety and well-being of other children enrolled in the childcare program, their own safety, or the safety of our staff.

Reasons for Withdrawal:

Beaver Creek Daycare reserves the right to withdraw a child under the following circumstances:

- A parent/guardian or any person responsible for picking up a child in the center abuses any staff physically or verbally or conducts themselves in an inappropriate manner, will result in an immediate notice of withdrawal.
- Persistent opposition to authority, consistent late pickups, late fees, or NSF checks may lead to consideration of withdrawal.
- Persistent disruptive/aggressive behavior toward other children, staff, or the child themselves, such as biting, pinching, punching, kicking, or using objects aggressively over a period of time, will be brought to the attention of the Supervisor, who will take further actions.

Reflection and Review

We will regularly review and reflect upon our Withdrawal policy to ensure its alignment with best practices, regulations, and the safety and well-being of all children and staff members at Beaver Creek Daycare. We remain committed to providing a nurturing and inclusive environment for all children in our care.



BEHAVIOUR GUIDANCE POLICY

Purpose

At Beaver Creek Daycare we believe children have the right to quality care which is safe and healthy and provides learning opportunities that promote their growth and development. To ensure a child's safety and well-being and to foster social and emotional development, it is necessary at times to impose limits or set standards of acceptable behaviour. Teachers should be guided by their knowledge and understanding of a child's growth and development, as well as an understanding of the individual child.

Appropriate guidance of the children's behaviour occurs in an environment where a trusting and caring relationship has been established between teacher and child. This can be achieved by showing genuine interest and warmth and by viewing the children and their feelings as important and worthy of respect.

The role of the staff is to support a child's sense of being a worthwhile person while providing opportunities for the child to learn appropriate ways to interact with others. Promoting positive self-esteem helps children to become emotionally healthy and self-confident. Once trust and a sense of security is established, the children will feel safe to express themselves, knowing that there are supportive and understanding adults who can be counted on to help them gain control of their own world.

Children are given the opportunity to express their emotions and are guided in appropriate ways of communicating their wants and needs to others. Adults empathize with the children and try to interpret their feelings and motives.

Child guidance is maintained through careful, active supervision, setting clear limits, and giving age-appropriate explanations. Teachers approach discipline in a positive manner, using praise and attention to encourage desirable behaviours. Teachers treat each child as a unique individual and are fair and consistent. They will encourage children to accept the consequences of their behaviour and engage in problem solving alternatives where age appropriate.

A positive approach ensures health and safety, respect for the rights of others and maintains equipment. If disruptive behaviour is noticed, the Supervisor shall contact the parent/guardian to determine an appropriate course of action.

Monitoring

The Supervisor will ensure staff, supply staff and volunteers review the permitted disciplinary practices upon employment and annually thereafter. He/she will also encourage professional skills development in this area if required.

Informing Parents/Guardians

Parents/Guardians are informed in the Parent Handbook of Beaver Creek Daycare's approach to behaviour guidance.

Persistent disruptive/aggressive (such as biting, pinching, punching, kicking, using objects in aggressive manner) behaviour toward other children, staff, or him/herself, which lasts over a period of time, shall be brought to the attention to the Supervisor & take further actions.



Progressive Steps for Behavior Management

In all cases when parents/guardians are informed of a child's behaviour, staff will discuss the causal behaviour with the parent(s)/guardian(s) and attempt to determine together if this is a pattern of behaviour and how best to resolve the behaviour in a positive, supportive fashion. Staff will provide parent(s)/guardian(s) with information on local resources available for professional support, if required.

Consultation with Resource Consultant: In case of persistent behavioral issues, a resource consultant may be consulted to provide guidance and strategies for behavior modification.

Parent Meeting: If behavioral concerns persist, a meeting will be requested with the parents/guardians and staff to review the situation and explore possible solutions.

As a last resort and if required for the safety of the children and staff at the center, the child may be removed from Beaver Creek Daycare at the discretion of the Management staff and in full consultation with the parents/guardians.

Failure to Comply Procedures

Should parent or guardian fail to comply with the behaviour management policy of Beaver Creek Daycare the following steps will be taken by the staff/management:

- A verbal warning
- 5 written warnings and/or incident reports
- 2 formal meetings with parent/guardian
- One week notice of dismissal/termination

Ministry Reporting

In case a parent/guardian reports our facility to the Ministry of Education or any relevant authority, we will cooperate fully with any investigation and provide all necessary information and documentation.

Behaviour Guidance Policy Adherence

All staff, supply staff, and program volunteers are required upon employment and annually thereafter to sign a form affirming that they have read and understand the behaviour guidance policy and procedures. Signed forms will be kept for a period of two years. Should staff, supply staff, program volunteers and duty parents/guardians fail to comply with or contravene the behaviour management policy, the Management is obligated to act immediately and take necessary action.

The Management, as operators of Beaver Creek Daycare, must not permit and is prohibited from doing anything understood as prohibited disciplinary practices in the Childcare and Early Years Act (2014). Management is responsible for reviewing, monitoring, and maintaining all records pertaining to Beaver Creek Daycare behaviour guidance policy.



MEDICATION POLICY

Health and Safety

Daily Procedures

Upon greeting the child each day, and before the child interacts with other children, staff will ensure that the child is well enough to participate in the daily routine, including outdoor play, to detect possible symptoms of ill health. The educator will document the child's observed health on the attendance log and in the daily written record if ill health is noted. All communicable illnesses will be noted in the child's file. Children with obvious ill symptoms will not be admitted to the centre. (Refer to Symptoms of Ill Health Section). The Childcare Provider reserves the right to refuse care if the child is sick or experiencing one or more of the following: high temperature, vomiting, diarrhea, or any other potentially contagious illness. A receiving educator, who notices any of these symptoms when a child arrives, will ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious. This will be noted on the daily health check on the attendance log and written in the daily written record.

Symptoms of Ill Health

If a child's illness prevents them from participating or being comfortable in normal program activities; or if educators cannot provide the care required, children will be considered too ill to attend childcare.

Children with diagnosed communicable diseases will be excluded.

The Childcare Provider will ensure that the child is always in a safe and healthy environment. The Parent/Guardian must provide a list of any allergies, medical conditions, or other health concerns.

Parents/guardians are required to keep their child home if they display any of the following symptoms:

- Fever over 38 degrees C (100.4F) with ear thermometer, especially if temperature is higher or persistent.
- 2 Diarrheas in a day
- 1 Vomiting in a day
- Undiagnosed rash /skin condition accompanied by fever or behaviour change
- Communicable disease (other than mild upper respiratory tract infection)
- Obviously infected discharge (thick and coloured i.e. especially green, red-brown)
- Lethargy, irritability; drowsy with other symptoms
- Persistent pain
- Cough (frequent bouts – 3 to 5 times/hour, especially if choking or vomiting)
- Croup (barking cough)
- Breathing difficulty – breathing faster than 40 breaths per minutes
- Strep Throat
- Infected skin patch(es)- crusty, bright yellow, dry, or gummy areas of skin
- Seizure
- Redness of eyelid lining- tears, irritation, followed by swelling and discharge of pus.
- Unusual behaviour- crankiness or less active than usual, cries more than usual, child feels general discomfort or just seems unwell.
- Runny nose or stuffy nose with colored discharge



- Unusually dark, tea-colored urine
 - Severe itching; itching of body or scalp or scratching of the scalp.
 - COVID-19
 - Head Lice
- **Duration of Exclusion: Any child exhibiting the above symptoms will need to stay at home for 48 hours, until they have shown progress in their symptoms, are no longer contagious and they feel well enough to participate in the program.**

Illness and Emergencies

If a child attending the centre begins displaying any of the symptoms listed under the “Symptoms of Ill Health” he/she will be isolated from the other children and the Childcare Provider will attempt to contact the parent/guardian at the numbers provided. In the event of an accident or emergency, it is very important that the Centre has up to date information on parents/guardians contact numbers and emergency contacts numbers. If there are any changes to your child’s forms, you must ensure that Beaver Creek Daycare is notified of these changes in writing. Special arrangements for sick children will be made at the discretion of the Supervisor if severe circumstances warrant. If we determine that your child needs urgent care or that other children may be at risk of being infected, we may request that your child be taken home before his/her regular pick-up time. In case of an emergency, we will contact 911 first, then the parent(s)/guardian(s) will be notified.

Where a report is made by the local medical officer of health or any person designated by the local medical officer of health, a copy of the report will be kept on the premises of Centre, and if the report includes any direction or order, a copy of the direction or order is sent immediately to a program adviser, and a program adviser is immediately notified of any enforcement action taken against the licensee in relation to the direction or order.

The Supervisor will ensure that reportable communicable diseases under the Health Protection and Promotion Act are reported in a timely manner to the Public Health Authority as specified by Ontario Regulations: 559/91. Refer to Diseases of Public Health Significance for guidelines regarding reportable illnesses, and public health contact information.

Sudden changes in behaviour

In addition to looking for and documenting signs/symptoms of ill health such as fever, rash or symptoms related to digestion, throughout the day, staff will be aware of and look for any sudden or gradual changes in a child’s behaviour, sleeping or eating patterns, or signs that a child has lost some previously acquired skill(s) (i.e. stopped being able feed themselves, stopped using language, etc.). Staff will talk to the parent(s)/guardian(s) immediately if a child has had a sudden and dramatic change in behaviour as this can be a sign of a change in the child’s health status. Beaver Creek Daycare encourages parents/guardians to share information about their child’s restless night, lack of appetite or other atypical behaviour when they drop off their child at the centre for the day. This information will be recorded in the Daily Written Record and children who have demonstrated atypical behaviour will be monitored more closely for potential signs of sickness.



Administrative Procedures

An Illness Report will be completed to document the circumstances of the child's illness. Details of the child's illness will be entered onto an Individual Illness History attached to the child's file. Details of the child's illness will be entered into the classroom daily log. Where there is a confirmed diagnosis of an exclusionary illness, the Supervisor will communicate with families about the status of the communicable disease, the exclusion requirements for affected children, and characteristic symptoms of the illness.

The child will not be permitted to attend the Centre in these circumstances:

Color of Nasal Discharge: If a child has a runny nose with clear discharge, they may attend the childcare center if they are otherwise feeling well, and their overall behavior is not significantly affected. However, if the nasal discharge becomes colored (yellow, green, or brown), the child will be sent home and can return once symptoms have shown progress.

Diarrhea and Vomiting

If your child experiences:

- One episodes of vomiting
- Two episodes of diarrhea
- One episode of vomiting and one episode of diarrhea

Please note that your child must be absent from our center for a minimum of 48 hours after the last occurrence of vomiting, diarrhea, or both. This policy ensures that your child has enough time to fully recover and reduces the risk of spreading illness to others.

Fever: If your child has a fever of 38°C (100.4°F) or higher, with an ear thermometer, please keep your child at home for a period of 48 hours from the time the fever subsides without the use of fever-reducing medications. This will allow your child to fully recover and minimize the risk of spreading any contagious illness.

We kindly ask that you promptly notify us when your child experiences any of the above symptoms. Our dedicated staff will follow the necessary procedures to provide proper care and ensure the well-being of all children in our center.

Duration of Exclusion: Any child exhibiting the above symptoms will need to stay at home for 48 hours, until they have shown progress in their symptoms, are no longer contagious and they feel well enough to participate in the program.

Communication: We ask parents/guardians to inform us immediately if their child is experiencing any of the symptoms mentioned above or if they have been diagnosed with a contagious respiratory illness. This enables us to take appropriate precautions and maintain the health and safety of the entire childcare community.

Medical Clearance: In some cases, when a child has been diagnosed with a contagious respiratory illness, a medical clearance note from a healthcare professional may be required before the child can return to the childcare center. This ensures that the child is no longer contagious and poses no risk to other children or staff members.



Accident Reports

When a child is injured while receiving childcare in Beaver Creek Daycare, an accident report will be completed, describing the circumstances of the injury and any first aid administered. A copy of the report will be provided to a parent/guardian of the child. Staff who were not present during the accident which led to the child being injured will be informed about the accident so they can support the child or know to watch for additional symptoms. An accident report will be noted in the daily written record.

Immunization and Medical Records

The Childcare Provider requires Parent/Guardian to keep the child's vaccines up to date and provide the daycare with a copy of the child's updated immunization record which will be kept in your child's file. Your child cannot be admitted into the daycare until you comply with this requirement.

Medication

Beaver Creek Daycare will store, in accordance with the instructions for storage on the label, any asthma medication, epinephrine or emergency medication and be inaccessible at all times to children. All staff will be aware of the location of the medication. Asthma medication or emergency allergy medication such as an EPI PEN will not be stored in a locked container. It is the childcare staff's responsibility to ensure that the medication is accessible to staff when children are off site in case of evacuation.

In the event of a child who is older than 4 years old, Beaver Creek Daycare accept parents/guardians written authorization to allow the children to carry his/her own medication (this includes **ONLY** asthma medication and emergency allergy medication, such as an Epi-pen) and self-administer as required. Childcare staff will be required to assist a child who cannot self-administer their medication. Written permission of the parent/guardians to self-administer the medication will be needed. A copy of the anaphylactic reaction form will include the parent/guardian's permission to self-administer the allergy medication. A copy of this form will be kept in the child's file. Every time a child self-administered medicine, staff will note this in the Daily written record.

The emergency allergy medication such as an Epi-Pen must be prescribed by a physician and requires a label from the Pharmacy. The label will indicate the physician's instructions about the use of the medication. It is preferred that the label is placed directly on the medication rather than the box. If the label is damaged or falls off, parents/guardians must provide a new label for the medication.

Over the counter medication that is required as emergency medication (i.e. Benadryl) must be accompanied with a letter from the physician that indicates the symptoms to look for, storage, dosage and when to administer the medication.

Prescription Medication Administration

According to CCEYA regulations, any request from a parent/guardian to administer prescription medication for their child by an employee at Beaver Creek Daycare, must first complete a medication form and meet the following criteria: The medication must be in its original container,



the container or packages must have a pharmacist's sticker clearly labelled with the child's name, doctor's name, the name of the medication, the dosage, the date of purchase and instructions for storage and administration. Beaver Creek Daycare will keep records with respect to the administration of drugs and medications. All medications will be administered by the Supervisor or the designate classroom teacher in accordance with the instructions on the label and written authorization. No medication that has expired will be administered, any medication requiring refrigeration will be kept in a refrigerator until it is time to administer the medication to the child.

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

1. Sunscreen
2. Moisturizing skin lotion
3. Lip balm
4. Insect repellent
5. Hand sanitizer
6. Diaper cream

Beaver Creek Daycare will ensure that the item is administered to a child only if a parent/guardian of the child has given written authorization for the administration of the item. The item will be stored in accordance with the instructions for storage on the label and clearly labelled with the child's name and the name of the item. The item is administered to a child only from the original container or package and in accordance with any instructions on the label and any instructions provided by the parent of the child.

Accidental Administration of Medicine

If at any time medicine is given to the wrong child or a child has been given the wrong dose of their medicine, this will be reported to the Supervisor, who will then notify a parent/guardian of the child right away. Beaver Creek Daycare will follow any instructions on the label related to accidental administration, including calling 911 or going to the nearest emergency room if required. If a child has any symptoms of ill health and/or says they are not feeling well after accidental administration of medicine, staff will call emergency services and follow the childcare centre's serious occurrence policy. The incident will be recorded as required by the regulation.

Allergies

When enrolling your child or if your child becomes diagnosed with allergies, parents/guardians must complete a form stating the names of allergen(s), steps to prevent exposure to the allergens, what actions the teachers should take when a child has symptoms, what medication the physician has prescribed and any possible side effects. Beaver Creek Daycare strives to be a peanut/nut free environment. To ensure the safety of children with this allergy, we take all possible precautions to prevent exposure to all allergens, through communication, awareness and careful food purchasing, preparation, handling and serving. We do not allow any peanut/nut products on the premises. Any food brought into the Center must be clearly labeled with a peanut/nut free symbol or have an attached list of ingredients clearly outlining the absence of any nut products. If bringing in treats, please make sure you read all ingredient labels and do not send anything with peanuts/nuts otherwise the staff will not distribute any treats if found to pose a risk. There are a variety of food allergies, to prevent any food allergic reactions a list of children and their allergies is posted in the kitchen and in all classrooms. Please ensure that your child is not eating any type of food prior to entering the Center or is carrying any type of food in their



pockets. All children are required to finish anything they are eating prior to entering the Center. Please ensure their hands and face are clean. If you serve your child peanut butter at home, please make sure his/her hands and face are well washed. Your co-operation and understanding in this matter are appreciated, as it is a very serious condition.

Individualized plan for a child with medical needs

- 1) Beaver Creek Daycare will develop an individualized plan for each child with medical needs who receives childcare at a childcare centre.
- 2) The individualized plan will be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.
- 3) The plan will include,
 - a) steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
 - b) a description of any medical devices used by the child and any instructions related to its use.
 - c) a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
 - d) a description of the supports that will be made available to the child in the childcare centre.
 - e) any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

Beaver Creek Daycare will talk with parents about any needs a child may have related to a medical condition before the child starts attending the centre and maintain the confidentiality of a child's medical history including any diagnosis. Sensitive or confidential medical information and detailed reports from medical professionals will not be included in the individualized plan unless parents agree to this (provide consent) in writing.

Review of the child's individual plan and emergency procedures

Beaver Creek Daycare will ask the parent/guardian to review the child's individual plan and Emergency procedures to be followed with the Supervisor or her designate upon enrollment or when the medical condition has developed. The Staff that has reviewed the information with the parents will train all other staff. The Child's individual plan will be reviewed with all childcare staff upon enrollment of the child, change in the child's individual plan or treatment. The plans will be reviewed with all new staff prior to their first day of employment and annually with all staff each fall. When new children are enrolled, the child's individual plan will be reviewed with all staff prior to the child's attendance.



ANAPHYLAXIS POLICY

Purpose

The purpose of this policy is intended to ensure that Beaver Creek Daycare has established an anaphylactic reactions protocol in accordance with the Childcare Early Years ACT (CCEYA), the **Anaphylactic Reactions policy and Sabrina's Law, 2005**. For the purpose of this document anaphylaxis/anaphylactic means a severe reaction that can be fatal due to exposure to allergens such as insect stings, medicine, latex, exercise and food.

Intent

All children and staff of Beaver Creek Daycare are entitled to a safe and healthy learning environment in our programs. This is especially crucial for students and staff who have life-threatening allergies (anaphylaxis). While Beaver Creek Daycare is committed to creating an environment that is safe for all children, these strategies do not guarantee that the premise is void of any of the allergens documented in the Anaphylaxis Emergency Plan.

It is understood that this policy will be implemented for the safeguard of all children and staff/volunteers attending Beaver Creek Daycare programs. This policy will ensure that all permanent and temporary staff are made aware of their responsibilities.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at Beaver Creek Daycare.

- Beaver Creek Daycare will make every effort to ensure that the premise is allergen safe, acknowledging that we cannot eliminate all allergens. Beaver Creek Daycare will work with parents to limit or reduce the risk of exposure to anaphylactic causative agents in the childcare program. Beaver Creek Daycare ensures that all food served considers all allergens in the program that must be avoided.
- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens. Ask the caterer to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by Beaver Creek Daycare cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents that send in food or drink or both to Beaver Creek Daycare due to allergies or food restrictions, label the container(s) for the food or drink with the child's full name and the date the food/drink arrived at the Beaver Creek Daycare and that parents advise of all ingredients. Unless otherwise noted, no outside food is allowed in the program.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.



- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

This plan will ensure that all children at risk are identified, strategies are put in place to minimize the potential for exposure and all staff/volunteers are appropriately trained.

To provide a safe environment for anaphylactic students and staff, Beaver Creek Daycare will ensure that strategies are developed in conjunction with parents and/or physicians to minimize exposure for children to life threatening allergies. These strategies can include food avoidance, reducing of causative agents, purchasing of foods through an approved source, diligent reading of food labels, and training of staff to educate families, students, and volunteers to be aware of allergen triggers.

Beaver Creek Daycare will ensure that:

- All Supervisors collect information about the child's medical condition at the time of registration. Families will meet with Supervisor and (if applicable) the food service staff to discuss all allergies and food restrictions.
- The families and employees are provided with updated information and awareness of the allergies & current policies.
- Ongoing communication with all parents is established to create awareness and support for children at risk. Parents will be reminded through letters, newsletters and signs to be aware of potential allergens and to avoid using them in the program.
- Signs will be posted to indicate that Beaver Creek Daycare is a nut and peanut free environment.
- Signs will also be posted to indicate what other allergens are not to be allowed on the property. These lists will be revised as necessary depending on the life-threatening allergies of the children enrolled.
- Avoidance of the allergen that causes anaphylactic reactions whenever possible.
- An emergency response procedure in case of accidental exposure to allergens.
- Medication for allergic reactions will be kept in safe but accessible location that is known to all staff and volunteers.
- Training for staff and students is held prior to commencing employment, and when a new child is registered and annually each fall.

Anaphylaxis Emergency Plan

Beaver Creek Daycare will create an Anaphylaxis Emergency Plan binder that will be available to staff and any volunteers that are in the program. This binder will include a communication plan and the child's individual plan for emergency procedures in the event of an anaphylactic reaction.



Child's individual plan for an anaphylaxis emergency and emergency procedures

Beaver Creek Daycare will work in conjunction with the parent/guardian of an enrolled child with an anaphylaxis reaction and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation to create an individual plan for the child. This plan will include the emergency procedure and the following information:

- A description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy
- Action to be taken by the Childcare staff in the event that the child has an anaphylactic reaction.
- If a child requires an Epi-Pen, it will be kept with your child's teacher in the emergency backpack provided for your child's classroom. If an Epi-Pen was administered to your child while in our care, an ambulance will be called, and the parents will be asked to meet their child and their teacher and/or Supervisor at the hospital.
- Every child's epinephrine auto-injector must be carried everywhere the child goes. emergency contact information for parents/guardians/emergency services
- Permission to administer medication to stop the progression of the anaphylactic reaction.

Parents will provide all details regarding the child's diagnosis, symptoms, and plan of treatment. Parents must provide an up-to-date photo of the child and medication that is in the original bottle with prescription label. (E.g. EPI-Pen that is not expired). Staff will not accept medication that has a missing label or a label that is not legible.

The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.

All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at Beaver Creek Daycare and will be kept in the Supervisor office.

Parents will ensure that the child's individual plan will be reviewed annually to ensure the information is current and up to date. Parents must sign and initial the annual review and change to the expiry date of the medication. If there are any other change to the child's individual plan and emergency procedure, a new form must be filled out and signed by the parents.

It will be the parent's/guardian's responsibility to advise the childcare operator if their child develops an allergy and requires medication, or if there are any changes to the child's individual plan or treatment.

Communication plan

Beaver Creek Daycare will develop a communication plan to identify the following information and to ensure that the information has been shared with parents, staff and volunteers:



- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- An anaphylactic reaction form with a recent picture will be posted in each classroom to identify children with life threatening allergies that will include general information about the allergens and causative agents as well as the signs and symptoms of the life- threatening allergy. This form will also give consent for the administration of epinephrine (i.e. EPI-PEN) to a child exhibiting symptoms of an anaphylactic reaction.
- A list of known allergies of the enrolled children will be posted in all activity rooms, eating areas and food preparation areas.
- Notices will be sent out to inform families, staff, students, and volunteers of the life- threatening allergies at the Centre. These notices will also include any foods and/or any causative agents to be avoided.
- Parents will provide information about their child's medical condition including whether children are at risk of anaphylaxis.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- The allergic child and the children that are in the program will be educated on avoidance strategies and sharing of food.
- Beaver Creek Daycare provides all snacks and meals through catering company "Real Food for Real Kids". A list of foods/causative agents will be provided so that appropriate food substitutes can be made. An updated list of allergies will be provided to the caterer as soon as new allergies are identified.
- These strategies will be reviewed regularly by the Supervisor to ensure that the risk of exposure to life threatening allergies.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving childcare.
- Beaver Creek Daycare will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of Beaver Creek Daycare and that it is effectively achieving its intended result.

Emergency Protocol

Every situation, in which a child has symptoms that are listed in the Anaphylaxis Emergency Plan, must be treated as an anaphylactic reaction. In the event that a child has a life-threatening reaction to an allergen, staff will follow the following emergency procedure:

- One staff will always stay with the child. The staff should be familiar to the child and should be able to remain calm.
- A second staff should call for help/call 911. (If a staff is on their own, Epinephrine will be administered prior to leaving the child to call 911.)
- Epinephrine will be administered at the first sign of an allergic reaction. Staff must note the time the EPI-Pen is given.
- Parents must be called and asked to meet at the hospital the ambulance is scheduled to go to.
- The child must be transported to the hospital by ambulance as soon as possible even if the symptoms have stopped.



- The child's file along with the individual plan must accompany the staff who will travel to the hospital until the parent/guardian has arrived.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

Training on procedures to be followed in the event of a child having an anaphylactic reaction

- The staff that has reviewed the information with the parents on each child's individualized plan and procedures to be followed in the event of a child having an anaphylactic reaction will train all other staff, supply staff, students and/or volunteers at the Beaver Creek Daycare, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Training will be repeated annually, and any time there are changes to any child's
- Individualized plan and emergency procedures.
- A written record of training for staff, supply staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
A) A child exhibits an Anaphylactic reaction to an allergen	<p>1. The person who becomes aware of the child's anaphylactic reaction must immediately:</p> <ul style="list-style-type: none">• implement the child's individualized plan and emergency procedures;• contact emergency services and a parent/guardian of the child, or have another person do so where possible;• and ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). <p>2. Once the child's condition has stabilized or the child has been taken to hospital, staff must:</p> <ul style="list-style-type: none">• follow the child care centre's serious occurrence policies and procedures;• document the incident in the daily written record; and document the child's symptoms of ill health in the child's records.
B) A child is authorized to carry his/her own	<p>1. Staff must:</p>



emergency allergy medication.	<ul style="list-style-type: none">• ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication;• ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack);• ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and• Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.
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Beaver Creek Daycare staff are also trained in current CPR and First Aid practices. Anaphylactic reaction protocols are reviewed each year with Beaver Creek Daycare or by a trained EMS professional. The training includes signs and symptoms to look for in the event of an anaphylaxis reaction as well as how to administer epinephrine (EPI-PEN).

Review of the child's individual plan and emergency procedures

Beaver Creek Daycare staff will ask the parent/guardian to review the signs and symptoms of anaphylaxis as well as the Emergency procedures to be followed in the event of a child having an anaphylactic reaction with the Supervisor or his/her designate upon enrollment or when the allergy has developed. The Child's individual plan will be reviewed with all childcare staff upon enrollment of the child, change in the child's individual plan or treatment. The plans will be reviewed with all new staff prior to their first day of employment.

Review

Prior to employment and annually thereafter all staff will review the anaphylaxis reaction binder and be monitored for compliance and contraventions. This binder will include the centre's policy for anaphylaxis reaction, the communication plan and the child's individual plan.

When new children are enrolled, the child's individual plan will be reviewed with all staff prior to the child's attendance.

Confidentiality

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

Glossary

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash



- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergycanada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- Eggs
- Milk
- Mustard
- Peanuts
- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

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

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

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Regulatory Requirements: Ontario Regulation 137/15

Anaphylactic policy

39.

(1) Every license shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care or in-home services has an anaphylactic policy that includes the following:

1. A strategy to reduce the risk of exposure to anaphylactic causative agents



2. A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
3. Development of an individualized plan for each child with an anaphylactic allergy who,
 - i. receives child care at a child care centre the licensee operates, or
 - ii. is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services.
4. Training on procedures to be followed in the event of a child having an anaphylactic reaction.
 - (2) The individualized plan referred to in paragraph 3 of subsection (1) shall,
 - a) be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation; and
 - b) include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

PLACEMENT STUDENTS AND VOLUNTEER POLICY

Intent

Beaver Creek Daycare adheres to the guidelines set out by the Ministry of Education regulations on Volunteers and Students. These provisions are in place to support the safety and well-being of all children in the Centre and to provide direction to staff in regard to the supervision of volunteers and placement students.

Policy

General

Beaver Creek Daycare may have volunteers and/or Early Childhood Education students working within the organization throughout the year. At all times, volunteers and students must be under the direction and supervision of Beaver Creek Daycare staff and will never be permitted to be alone with any child or group of children who receive child care.

Vulnerable Sector Checks are required for all volunteers and placement students. Volunteers, and students are not to be counted in staffing ratios. Staff who are employed while also enrolled in an educational program and who are completing an educational placement in their current place of work may continue to be counted as a staff member throughout the duration of their placement.

The head teacher will:

- 1) Be responsible for orientation procedures to help participating volunteers and students understand the operation of the program and the expectations for their volunteer experience/placement. The orientation will include the required policy and procedure reviews.
- 2) The head teacher will supervise and mentor placement students and must be informed of their supervisory responsibilities.

Students/Volunteers will:



- 1) Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- 2) Submit all required information and documentation to Supervisor prior to commencing volunteering or placement, such as a valid VSC.
- 3) Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- 4) Review allergy lists and dietary restrictions and ensure they are implemented.

Review

Approaches set out in this policy are implemented in the operation of its program at Beaver Creek Daycare. All employees, volunteers, and students will review the Placement students and volunteer Policy and Procedures prior to employment/placement/volunteering and at any time when this policy is modified, and sign-off annually that they will strive to implement these policies and procedures on a daily basis. This will be monitored for compliance and contraventions.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare agency 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 childcare agency it operates (i.e. the operator).

Staff: Individual employed by the licensee.

Policy

General

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by all staff members and will be addressed and noted in Daily Written Record. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties.



involved. An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s) verbally or by phone. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to - the child care provider directly or - licensee.	- Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 5 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: - the licensee.	- the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Provider-, Staff- and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.	Raise the issue or concern to - the individual directly or - the licensee. All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
Related to Other Persons at the Premises	Raise the issue or concern to - the child care provider directly or - the home visitor and/or licensee All issues or concerns about the conduct of other persons in a child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.



Student- / Volunteer- Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none">- the person responsible for supervising the volunteer or student or- the home visitor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	
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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 agency 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 and/or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Supervisor.

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 <https://www.ontario.ca/page/child-welfare-and-child-protection-services> (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/childrensaid/reportingabuse/index.aspx>

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 appropriate party.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public



health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
Wellington-Dufferin-Guelph Public Health Orangeville office department 1 800 265 7293
OPP Dufferin 1 888 310 1122
Ministry of Environment and Climate Change 416 235 5743
Ministry of Labour 1 800 531 5551
Shelburne Fire Department 1 519 925 5111
College of ECE 416 961 8558
Ontario College of Teachers 437 880 3000 or 1 833 966 5588
Ontario College of Social Workers and Social Service Workers 416 972 9882

Review

Parents issues and concerns policy is in accordance with the Ontario Human Rights Code. Beaver Creek Daycare will ensure that the written policies and procedures relating parents' issues and concerns are implemented and reviewed by staff, volunteers and students and are monitored for compliance and contraventions.

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Liability

The Childcare Provider is not liable for any injuries or damages that may occur while the child is under their care. The Parents/Guardians are responsible for any damages (excluding normal wear and tear on toys) caused by the child to the childcare provider's property or belongings while under the care of the Childcare Provider.

Termination of Care

Either party may terminate this agreement with 30 days written notice. The Childcare Provider reserves the right to terminate care immediately if the Parent(s)/Guardians(s) fails to comply with the terms of this agreement and/or if the child's behavior is not conducive to the safety and well-being of other children enrolled in the childcare program, their own safety, or the safety of our staff.

***Policies in this handbook are subject to change in the next version.**



Beaver Creek
Daycare

*We welcome you and
your child to Beaver
Creek Daycare and look
forward to offering you
the highest quality care!*

If you have any questions, please contact our main office.

519-925-1667