
PARENT HANDBOOK



COME EXPLORE, LEARN, & GROW WITH US

Harbour Preschool
51 South Service Rd.
St. Catharines, Ontario
905.984.5500 x206
preschool@harbourfellowship.com
www.harbourfellowship.com/preschool

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Harbour Preschool is a Christian based Preschool program licensed with the Ministry of Education located out of Harbour Fellowship Church in St. Catharines, Ontario. A half day program is offered for children ages 2 ½ - 5 years from September to June.

SERVICES OFFERED

Harbour Preschool is a new program that opened in September 2021. We offer a Half Day Program that operates from September to June corresponding with the Elementary School calendar. Harbour Preschool program operates Monday through Thursday from 9:00am - 12:00pm with various schedule options for children that are 30 months to 5 years in age.

Schedule options:

- ★ 2 mornings/week: Mon, Wed **or** Tues, Thurs
- ★ 3 mornings/week: Your choice of 3 mornings
- ★ 4 mornings/week: Mon - Thurs

***Please note** these options are confirmed on a first come basis.

Harbour Preschool observes the following holidays:

September - Labour Day
October - Thanksgiving
December/January - 2 week Christmas Break (no fees charged for this time)
February - Family Day
March - 1 week March/Spring Break (no fees charged for this time)
April - Good Friday & Easter Monday
May - Victoria Day

Parents will be informed of the first and last day of preschool and all holiday dates at the beginning of the school year. This will be posted on the parent communication board and reminders will go out in the monthly newsletter.

ADMISSIONS

An enrolment package must be completed for each child that attends Harbour Preschool. The enrolment forms are available in paper copy or can be emailed upon request. Enrolment is taken in the order it is received and upon availability. The Director will confirm your child's space and schedule. Once applications reach the maximum for our license you will be put on our waiting list if you choose. See Waiting List policy for more information (pg.13).

A copy of the child's immunization record is required before they begin attending preschool, this should be submitted with the enrolment package. The Child Care Early Years Act stipulates that

each child must be immunized according to the local Medical Officer of Health before admission to the program. If a child is medically exempt from immunizations or if the parent has a conscientious objection to immunization, the parent may provide the appropriate forms to Harbour Preschool. Please speak to the Harbour Preschool Director about this.

A child must be 30 months of age to begin preschool in September, however we will take applications throughout the year if space is available. You may fill out an Enrolment form for your child and mark the intended start date on it.

Note about toilet training: Harbour Preschool recognizes that children in the preschool age range will be at various stages of toilet training. We are happy to support your child in whatever stage they are at, please speak with the Director if you have any questions or concerns.

Open House & Preschool Tours

It is recommended to set up a visit to Harbour Preschool with your child prior to starting the program, please contact the Director to arrange a time. We also offer an Open House for families in the Spring to come see our space and learn more about the preschool.

FEES

Monthly Fees are as follows and include a morning snack:

- ★ 2 mornings/week = \$200
- ★ 3 mornings/week = \$300
- ★ 4 mornings/week = \$400

Fees will be paid monthly through Pre-authorized debit (PAD). A form with banking information is required to set up your Pre Authorized monthly payments, this will be provided to you by the Director. A one time registration fee of \$30 will also be charged with your first monthly payment (no registration fees for any subsequent years for that child). In the case of NSF (non sufficient funds), a fee of \$20.00 will be charged. Any unpaid fees must be rectified within 1 week after notice is given.

Harbour Preschool observes two weeks holiday at Christmas and one week holiday in March (Spring Break). There are no fees charged for these weeks. We are closed for all statutory holidays. There is no reduction in fees for a short week due to a statutory holiday. Harbour Preschool does not have any PA days.

We do not provide refunds for any days missed due to illness, inclement weather, emergency centre closure, or family holidays. If a special circumstance arises and a child misses 3 or more consecutive weeks, a written request for refund will be considered by the licensee (Harbour Fellowship Church) Finance Department. You will receive an official receipt in February for your yearly fee amount.

Written notice of permanent withdrawal from the preschool must be given 2 weeks in advance. If notice is not received as described above, full program fees will be charged. If a child is temporarily withdrawn, we cannot guarantee that your space will be available if you wish to return. If spaces fill up, your child will be placed on a waiting list. Harbour Preschool reserves the right to terminate

services if policies are not followed, fees are not paid on time or the program is unsuitable for a child.

Note about late pick up: Harbour Preschool realizes that circumstances out of your control do come up, so we ask that you please notify us if you or whomever is picking up your child is going to be delayed. For recurring late pick ups a fee of \$10 per every 15 minutes will be charged beginning at 12:15pm. These late fees will be added to your monthly fee payment. If in the event that no arrangements are made and we are unable to contact the parents, the staff will attempt to reach the emergency backup contacts you have provided.

EMPLOYEES, VOLUNTEERS, AND STUDENTS

Harbour Preschool will follow all guidelines that the Ministry of Education requires for staff, students, and volunteers that are involved in the program.

All of our staff have a love for children and are highly qualified to work with them. Our RECE's (Registered Early Childhood Educators) have an ECE diploma and must be a member in good standing with the College of Early Childhood Educators. Program Assistants support and work as a team with our RECE's in the classroom and maintain the required staff ratios. All staff have up to date Standard First Aid and Level C - CPR as well as a required Criminal Reference Check and Vulnerable Sector Check (VSC). The Director and Supervisor also have a Food Handler's Certificate.

Harbour Preschool welcomes students and volunteers into our program throughout the school year to support educational studies and community involvement. All students and volunteers are supervised and mentored by our Director, Supervisor and/or educators and at no time will a student or volunteer have any unsupervised access to children in our program. All students/volunteers over 18 years of age are required to provide a VSC.

PRESCHOOL CLOSURES & EMERGENCY MANAGEMENT

In case of inclement weather, Harbour Preschool will close whenever the District School Board of Niagara closes (this is announced on local radio, local tv news, DSBN website) or when the Director deems that road conditions are unsafe for families and staff to travel on. Other emergency closures could include: power loss, heat loss, or water loss to the building, or insufficient staffing requirements to meet the Ministry of Education's ratios.

In the event of a closure, each parent whose child is scheduled to attend preschool that day will be notified first by email (a reply that they have received the message is required), then by phone call if no reply has been received. In the event that there is an emergency situation during operating hours, parents will receive communication from Harbour Preschool or licensee (Harbour Fellowship Church) to inform them on the status of their child's safety. Every effort will be made to contact parents/guardians or emergency contacts by phone. Harbour Preschool has a detailed Emergency Management policy in place which is reviewed annually by staff and is available to parents upon request.

For situations that require evacuation of Harbour Preschool, the **meeting place** to gather immediately is located at: **the community garden in the south-west corner of the parking lot at Harbour Fellowship Church**. If it is deemed 'unsafe to return' to the child care centre, the

evacuation site to proceed to is: **Greenvale Co-op Homes - Community Room** located at **61 Francis Creek Blvd, St. Catharines, ON** (located behind the parking lot at Harbour Fellowship Church).

CHILD ABSENCE & ILLNESS

Harbour Preschool strives to provide a safe and healthy environment for all the children and staff; cleaning and sanitary practices are followed to support this. We also want to protect the children and staff from any illnesses brought into the preschool and minimize any spread; therefore, we ask that you **do not bring your child to the program if they are not feeling well and that they not return to the Preschool until they are symptom free for a minimum of 24 hrs.**

Children cannot attend preschool if illness prevents their ability to participate in regular routines. Families are advised to make alternate care arrangements and seek medical attention for the following:

- Elevated temperature (a fever of 100°F/38°C within past 24 hours)
- Acute nasal discharge, sore throat or persistent coughing
- Vomiting and/or diarrhea (within past 24 hours)
- Discharge coming from eyes or ears, red, puffy eyes or crustiness
- Undiagnosed skin or eye rash
- Lack of energy /appetite / unable to participate in program
- Head Lice, children must be treated and nit-free before returning to preschool

Please report your child's absence to the preschool by calling **905-984-5500 Ext #206** and leaving a message stating the reason for absence.

If your child becomes ill during the program, you will be contacted and required to make arrangements to have your child picked up. Do not send your child if they have any "flu-like" symptoms (diarrhea, fever, vomiting). A doctor's note may be required for families who are negligent in following this policy.

Niagara Public Health will be notified by the Director regarding any significant illnesses. At that time, it will be determined by Public Health if any outbreak controls must be mandated and complied with by families and staff to reduce the illness from spreading. An email will be sent to all families and a notice will be posted to notify parents of procedures to be followed.

NUTRITION AND SNACKS

Harbour Preschool will provide a nutritious morning snack that is in accordance with Canada's Food Guide. The snack menu will be posted in the kitchen and on the parent communication board. Children's special dietary needs and allergies are posted wherever food is prepared and served. In order to maintain a safe environment for all children and staff, no outside food is permitted in the preschool (you may send a water bottle labelled with your child's name). The snack menu will be adjusted to accommodate any food restrictions or allergies. Please speak with the Supervisor or Director if you have any questions or concerns. Harbour Preschool is a nut-free facility.

HEALTH AND ADMINISTRATION OF DRUGS

Parents/Guardians must provide a summary of their child's health, medications, allergies, doctor's name, address and phone number. Children with special medical needs or anaphylaxis must have a completed individualized plan prior to starting preschool. The Director will provide you with the appropriate forms and a meeting will be scheduled to go over the plan.

With the exception of emergency medication (eg. EpiPen, inhaler), no medication or creams (including diaper cream) will be administered by the staff of Harbour Preschool.

ANAPHYLAXIS AND EPI-PENS

Anaphylaxis Emergency Plans are posted in the designated classrooms, food prep area and washroom (if applicable) for any child who has severe anaphylaxis allergy. Parents/guardians of an anaphylaxis child will meet with the Director to develop the Emergency Plan. Staff, supply educators/assistants, and volunteers are required to read and review all anaphylaxis emergency and individual plans prior to your child starting the program, and at least annually thereafter or whenever a change is made. Should your child develop a life threatening allergy after starting the preschool program, they will not be permitted to attend until all forms and plans have been completed and staff have had time to review these.

All staff, supply educators/assistants, volunteers, and students will be trained annually on how to use an Epi-Pen if an Epi-Pen is required. All Epi-Pens must be current (not expired) and prescribed by a physician, in its original packaging, have the child's name and the name and dosage of the medication. An Epi-Pen must be at preschool for each child identified with anaphylaxis. It is recommended that an Epi-Pen remain at the preschool if possible. Epi-Pens will not be locked but kept accessible to staff and inaccessible to children. If the Epi-Pen has been forgotten or expired, the child will not be able to participate in the program until the situation has been rectified.

CLOTHING AND POSSESSIONS

Your child should be dressed in clothing that is appropriate for physical activity, messy activities, ease of washroom routine, and the weather. A spare set of clothes should be kept at the preschool in their cubby in case of accidents and indoor shoes should also be provided. If your child requires pull-ups/diapers, those need to be provided along with wipes in your child's backpack or spare clothes bag. Please label all your child's belongings (ie. backpack, bag, clothes and footwear).

It is recommended that special toys/items remain at home, as we are not responsible for lost or broken items.

ARRIVAL AND PICK UP

Upon arrival at Harbour Preschool, please park in the back parking lot behind the building and be mindful of other families coming and going. Please use Harbour Fellowship Church's main entrance doors and follow the signs to the Preschool hallway. Parents/Guardians are responsible to bring their child to their cubby and then to their program room. Ensure that an educator knows your child has arrived and pass along any important information about your child for that day. Staff record all arrival and departure times, as well as any specified information shared by the parent.

When picking up your child, ensure that the educator knows you are ready to take your child home. Unless otherwise arranged, children will not be released to any person other than those listed on

the authorized pick up form. If we are not familiar with the person picking up your child, we will ask for photo identification.

The Preschool program begins at 9:00am, staff will begin to receive children at 8:45am. The program ends at 12:00pm and it is expected that children will be picked up by 12:15pm, otherwise late fees may apply.

PHOTO CONSENT

Children love to have their photo taken and we enjoy documenting what happens in our program classrooms! It is fun for children to look back and remember what they learned, explored, and created at preschool.

You will receive a photo consent form that gives Harbour Preschool permission to take photos of your child. Please know that these photos will only be displayed at the Preschool and shared with Harbour Preschool families. The parameters are explained in detail on the form and you may decline from any photos being taken if you prefer. At no time will your child's identity be made known or face shown on any social media or internet. This also applies to all families, you may only share your own child's pictures as you see fit. Harbour Preschool will ask for specific permission for use of any photos for advertising purposes. Please speak to the Director if you have any concerns.

OFF PREMISES ACTIVITIES

The staff plan activities for the children which are conducted inside our approved program classrooms and play space. We will sometimes go outside for walks around the church property with parents permission. Please note that at this time Harbour Preschool does not have any planned activities off the premises of Harbour Fellowship Church. If this changes at any time, parents will receive permission forms and would need to give consent.

PROGRAM STATEMENT

All are welcome at Harbour Preschool! Our mission at Harbour Preschool is to provide a safe and loving Christ centred environment where children explore, learn, and grow.

At Harbour Preschool we believe that each child is a precious gift from God. While attending our program your child will experience a positive environment that is welcoming, nurturing and fun! Harbour Preschool values each child and recognizes that God has a unique purpose for each life. Children will have the opportunity to learn through exploration, play, and inquiry as child initiated and Educator supported activities and experiences are provided to enhance all areas of development. Harbour Preschool will strive to provide an environment that reflects a sense of belonging for the children, families, and staff.

The Program Statement of Harbour Preschool reflects the framework outlined in the Ministry of Education's document 'How Does Learning Happen? Ontario's Pedagogy for the Early Years' and the view that children are competent, capable, curious, and rich in potential. The foundational conditions that are important for children to grow and flourish include belonging, well-being, engagement, and expression. Our goal at Harbour Preschool is to facilitate a learning environment that embraces the whole child; physically, emotionally, cognitively, socially, and spiritually.

In order to benefit your child's growth, we aim to implement the following program goals and approaches:

A. *Promote the health, safety, nutrition and well-being of the children.*

It is a priority at Harbour Preschool that children are healthy and safe. The staff will support the children's well-being at all times and will include practices such as:

- Following the Ministry guidelines for safe supervision while maintaining proper child/staff ratios. Staff will take daily attendance and health checks when children arrive at the centre. Head counts of the children will be taken periodically throughout the time they are in program.
- Being prepared for emergency procedures such as practicing fire drills and having child emergency contact information up to date. Staff will conduct a fire drill each month as per Ontario Fire regulations. The Director will remind and verify with families that their emergency contact information is current every 4 months.
- Providing a snack that is consistent with Canada's Food Guide.
- Encouraging and modelling proper hand-washing as per Niagara Public Health direction.
- Allowing time for a variety of activities to encourage a balanced learning environment. Staff will not rush children through an activity and will have a flexible schedule based on the children's needs.

B. *Support positive and responsive interactions among the children, child care providers, staff, and parents.*

Harbour Preschool will promote a sense of belonging for all children, parents, and staff by:

- Staff will greet the children and parents in a welcoming way.
- Staff will interact and communicate with parents on a daily basis ie. sharing observations, documentations, reflections, newsletters, photos, updates about their child's day.
- Providing an open-door policy for parents, educators, Supervisor, and Director.
- Staff will build a foundation of trust with children by being available, sensitive, responsive, encouraging, and caring. Harbour Preschool staff will make an effort to build a relationship with each child by engaging in conversation and activities with them.
- Children will be encouraged to treat each other and staff in a manner that is respectful, kind and loving and to show compassion when a friend is sad, upset, or frustrated.
- A respectful and inclusive environment will be created to foster positive and collaborative relationships. Staff will work together as a team in the classroom using their skills and knowledge to create a healthy environment for children to learn and develop. Staff will take time before and after the program and at staff meetings to discuss ideas and share learning. Harbour Preschool staff are co-learners with each other, the children, and families.
- Supervisor and Director will be available to meet with staff as needed and hold monthly staff meetings.

C. *Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.*

While at Harbour Preschool, children will have many opportunities to learn how to interact positively and effectively with the people and environment around them. This will be supported by:

- Staff modelling what positive, inclusive, and respectful interaction looks like with children and adults. For example, staff will use manners and a polite tone when talking with each other and children. Staff will encourage a child to use their words to ask a friend if they can have a turn with a toy instead of just grabbing the toy.
- Staff will take the time to get down at the child's level and listen to them. They will treat each child with love and respect.

- Staff will plan activities and read books on topics such as friendship, sharing, thankfulness, patience, love, and kindness.
- Staff will assist children when they are sad, angry, or frustrated; encourage them to talk about their feelings and learn how to respond in an appropriate and effective manner. For example, help a child to recognize that they are upset and direct them to a calm activity like reading a book or engaging them with a sensory bottle to relax.
- Staff will ensure that there are opportunities for the children to make choices; that there are sufficient and age appropriate toys, materials, and equipment available.

D. Foster the children's exploration, play and inquiry.

Children are naturally curious and learn best when exploring their world through their senses, imitation, repetition of tasks, asking questions and pretend play. Harbour Preschool will support play so that learning and development flourishes in ways such as:

- Staff educators are active participants in play and provide tools for the children to explore with and plan activities according to their interests.
- Staff educators adapt the environment in response to children's interests, curiosity, and stages of development. For example, if an educator observes the children while playing and hears them talking about bugs, the following day they could add a magnifying glass, some plastic bugs, and bug books to the science and discovery table.
- Allow free choice of activities and provide various play areas to explore such as dramatic play, sensory, building, creative, science.
- Provide opportunities for book reading, playing musical instruments, singing, and games.

E. Provide child-initiated and adult-supported experiences.

Harbour Preschool focuses on play-based learning experiences which allows the child to take the lead and then Educators can build on those interests. When this approach to learning takes place, along with the educator's understanding of child development, the child's competence, capacity, and potential are maximized. Approaches used include:

- Staff educators present the opportunity to ask the children open-ended questions and engage discussion that expands their curiosity, learning, and interests. For example, when reading a book about Dinosaurs, the staff could ask a child what they would do if there was a dinosaur in their backyard.
- Children are invited to share news of their day when parents pick them up. Staff will encourage a child to tell their parents about something special they did or learned that day.
- Educators set up the environment with a variety of activities and materials that support the interests of the children. For example, if children are engaging with construction vehicles, provide materials and props that encourage them to build a construction zone.

F. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans.

Ways that Harbour Preschool will achieve this goal include:

- Educators will have a weekly plan to ensure a variety of play and exploration opportunities are presented. Staff will provide exploration for all learning areas such as language, creative, pretend play, science, math, sensory, gross and fine motor.
- Educators will design room set up and learning centres to be developmentally appropriate, flexible and responsive to the needs and interests of all children. For example, if children are spending more time with blocks and building creations, a larger space could be set up for that interest and other materials added in for further exploration.

- A daily schedule will provide routine and reassurance to children, but staff will allow for flexibility to accommodate every child's needs. If children are engaged in an activity, staff won't rush them to tidy up and have snack time.
- Staff will read a child's individualized plan and take needs/recommendations into account when planning the environment to ensure that the child has the same opportunities to explore.

G. Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving child care.

Since Harbour Preschool is a half day morning program, outdoor play and rest time is not required but we do look forward to using an outdoor play area when it becomes available. A variety and balance of activities will be provided for the children throughout the morning and will be incorporated by:

- Ensuring enough time is allotted for children to explore, play, and enjoy the activities and keep transitions to a minimum so they have more time to play.
- Recognizing that children thrive on regular schedules and feel secure when they can predict what will occur throughout the morning; therefore staff will ensure that snack time, large group time, and washroom and handwashing routine are consistent within reason.
- Staff will set up the environment with an area for active play such as tumble mats, tunnel, large block play, and provide opportunities for gross motor activity such as freeze dance or parachute play.
- Providing a quiet area where children can relax and find a quiet activity to engage in such as books and puzzles.

H. Foster the engagement of and ongoing communication with parents about the program and their children.

Harbour Preschool recognizes that families know their children best and have important information to share with us and that Educators in their supporting role are knowledgeable in their field. Engagement and communication with families is vital and helps a child to feel a greater sense of belonging. Ways that we can build relationships with families and foster open communication include:

- Staff educators will communicate with parents/guardians on a daily basis at drop-off and pick-up times and be available to meet with them as needed. Staff will encourage the children to tell their family about something they did or engaged in that day.
- Staff, Supervisor, and/or Director will provide information and updates with families on what's happening in the program. Communication will be made weekly, monthly, or as needed via email, social media apps, newsletter, and postings on the parent bulletin board or at the parent information centre.
- Educators will share children's artwork, construction creations, and photos of their children at play.
- Staff will encourage families to participate in any special events during the year.
- Each week staff will post the program plans and snack menus along with any observations of children's interest, activities, and their connections to learning.
- In June at the end of each Harbour Preschool year, the Director will invite parent feedback in the form of a parent survey.

I. Involve local community partners and allow those partners to support the children, their families, and staff.

Harbour Preschool will provide families and staff with all available community partners, agencies, and resources in order to better support our program and families. This will include:

- Staff educators will seek out opportunities to share knowledge and to learn from others in the community through formalized options and informal networking.
- Staff educators will work with any specialized services such as FACS, Pathstone Mental Health, Speech Services Niagara, Niagara Public Health to help support families.
- Staff will pass along any relevant information from local schools, churches, community events, Public Health or other agencies. This could include sending home letters, flyers, sharing information through email or social media, or posting information on the parent bulletin board or at the information centre.
- Staff will share local events or point of interest activities through social media or email.
- Staff will invite community helpers to come visit the program and talk with the children about their occupation and what they do.

J. Support staff or others who interact with the children at a child care centre in relation to continuous professional learning.

Harbour Preschool is committed to the ongoing professional development of our staff and educators. We understand the importance of ongoing learning and will support this by:

- Having staff attend all mandatory training such as Standard First Aid, CPR, and Food Handler's Course. The Director will keep a log and will update staff ahead of time to ensure their training is current and up to date.
- Educators and staff are encouraged to take part in any other training sessions, courses, online seminars, and be actively engaged in any relevant groups within the community or on social media that will enhance their own portfolio and the Harbour Preschool program.
- Funding will be available for professional development and training and a membership to the Early Childhood Community Development Centre (ECCDC) with Director approval.

K. Document and review the impact of the strategies set out in clauses (A) to (J) on the children and their families.

Harbour Preschool is invested in supporting children to grow to their fullest potential in a nurturing and loving environment. This Program Statement describes our goals for ongoing children's development and approaches that will be implemented. The Harbour Preschool team have a responsibility to ensure these strategies are carried out and will document and review this by:

- All new staff, educators, students, and volunteers will be oriented with the Harbour Preschool Program Statement before they interact with children and will sign an orientation sheet stating that they have read it and are in agreement of implementing it.
- All staff will review the Program Statement including the goals and approaches annually or when any changes/updates have been made.
- All staff, educators, students, and volunteers will be monitored by the Supervisor/Director/designate and observations will be documented for implementation of approaches as set out in the Program Statement.
- Weekly program plans will be reviewed by Educators and notes on what was observed or what happened will be recorded to show what the children were engaged in.
- Each month the classroom staff will complete a 'Monthly Activity Evaluation' as a way to review what worked or what could be changed/enhanced in the future and discussed at the staff meeting.
- The Director will keep a record or documentation sheet with the staff's training and professional development activity.

- An annual parent survey will be completed and survey results will be evaluated and considered for future development.

BEHAVIOUR MANAGEMENT

At Harbour Preschool we believe that children learn best and thrive in an environment when they are given reasonable limits, freedom to choose, and when the adults are loving, consistent, and guide the children in a positive manner. At no time will corporal punishment, derogatory comments, or restrictive measures be used.

Acceptable child guidance practices and methods of managing misbehaviour include:

- Talking to a child at eye level and encouraging eye contact.
- Using a supportive voice and acknowledging the child's feelings when speaking to a child.
- Using positive reinforcement to encourage a child's positive behaviour.
- Redirect children so they grow in all areas of development and learn to enjoy a variety of activities.
- Limits or rules of an activity will be clearly outlined to all children. They will be repeated as needed.
- During snack time children will be encouraged to feed themselves and to try all foods.
- Children will be assisted through the washroom routine according to the amount of assistance they require and will wash their hands after using the bathroom and before eating.
- If a staff member, volunteer, or student feels that he/she is losing patience with a child or situation, they must ask another staff member for assistance.

Methods of Managing Misbehaviour

When a child misbehaves one of the following techniques is used:

- If a child is acting out to gain attention, the behaviour is ignored, unless it poses a safety concern. (eg. When a child talks without raising his/her hand during circle time, the behaviour is ignored and a child who raised their hand is called on.)
- Children are given clear directions regarding the boundaries of each play area and routine. (eg. When a staff member reminds a child that the sand stays in the sand table.)
- Children unable to play within the boundaries are redirected to another activity. (eg. When a child continues to throw sand out of the sand table, he/she is guided to play with the blocks)
- Children are given a choice between two options. (eg. When a child doesn't want to wash their hands after toileting, a staff member may say, "Would you rather wash your hands so you can go play or sit here without playing?")
- Staff members will acknowledge a child's feelings. (eg. When a child is upset with having to clean up the toys and transition to another activity, a staff member may say, "I know you are upset right now. Can I help you tidy up so we can go have some more fun?")
- Staff members will use a supportive tone of voice when dealing with misbehaviour making sure the child knows that their actions are what they are disappointed in, not him/her.
- If a child's behaviour is leading to a possible injury for themselves or another child, the child will be redirected to a quiet area so that a staff member can discuss their behaviour in a calm, undisrupted manner.
- If a behaviour continues, parents are contacted and a meeting arranged to develop a plan to help the child in this area.

Prohibited Practices

Harbour Preschool values children and prohibits the following actions:

(taken from section 48 of the Child Care and Early Years Act)

- Corporal punishment of the child;
- 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;
- Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on the children including making the children eat or drink against their will.

WAITING LIST POLICY

When Harbour Preschool reaches maximum capacity as determined by our license from the Ministry of Education and spaces are unavailable, a parent may choose to put their child on the waiting list. The following steps will be followed in order to maintain a transparent, confidential, and fair process:

- Harbour Preschool will strive to accommodate all requests for the registration of a child at the child care centre.
- No fee will be charged to parents for placing a child on the waiting list.
- The licensee/designate will receive parental requests to place children on a waiting list via online application, email, telephone, or in-person meeting.
- The Director at Harbour Preschool 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, Harbour Preschool Director will inform parents of their child's position on the list.
- When space becomes available in the program, priority will be given to:
 - Children who are currently enrolled
 - Children of staff at Harbour Preschool and Harbour Fellowship Church
 - Siblings of children currently enrolled.
- 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.
- Parents of children on the waiting list will be notified via email and/or telephone call that a space has become available in their requested program.
- Parents 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 has not responded within the given timeframe, Harbour Preschool Director will contact the parent of the next child on the waiting list to offer them the space.

- Harbour Preschool Director will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
- Harbour Preschool Director will respond to parent 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.
- 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.
- Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.
- Families will be removed from the waiting list when they ask to be removed.
- If a family remains on the waiting list at the end of the school year, they will be asked if they would like to remain on the list for the next school year.
- The age requirement for a child to be placed on the waiting list is Preschoolers must turn 30 months during the current school year and under 6 years of age.

PARENT ISSUES AND CONCERNS POLICY

Purpose

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

Policy

General

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

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

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

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

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

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information

must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

Conduct

Harbour Preschool maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director and/or licensee (Harbour Fellowship Church).

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the classroom staff directly or - the Supervisor or - the Director or licensee. 	<p>Staff is encouraged to address the issue/concern at the time it is raised or if this is not possible, arrange for a meeting with the parent/guardian within three business days.</p> <p>Staff involved in the raised issue/concern will document it in detail using the ‘Parent Issue/Concern Documentation Form’.</p>
<p>General, Centre or Operations Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the Director or licensee. 	<p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given

Staff, Supervisor, Director and/or Licensee Related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the individual directly or - the Director or licensee. <p>***All issues or concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	<p>to the parent/guardian regarding next steps or referral.</p> <p>Staff will ensure that the investigation of the issue/concern is initiated by the appropriate party within five business days or as soon as reasonably possible thereafter. Staff will document the reasons for delay in writing.</p> <p>Staff will provide a resolution or outcome to the parent/guardian who raised the issue/concern. If a parent/guardian requests a written response, a copy will be given.</p>
Student/ Volunteer Related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the Supervisor, Director or licensee. <p>***All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Cheryl Strickland, Ministry Coordinator of Harbour Fellowship Church at 905-984-5500.

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

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

Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Niagara Region Public Health: 905-688-3762 or 1-800-263-7248

Early Childhood Community Development Centre: 905-646-7311 or eccdc@eccdc.org

College of Early Childhood Educators: 1-888-961-8558 or info@college-ece.ca

St. Catharines Fire Department: 905-688-5601

Niagara Regional Police: 905-688-4111