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# PARENT HANDBOOK



**COME EXPLORE, LEARN, & GROW WITH US**

51 South Service Rd.  
St. Catharines, Ontario  
905.984.5500 x206  
[preschool@harbourfellowship.com](mailto:preschool@harbourfellowship.com)  
[www.harbourfellowship.com/preschool](http://www.harbourfellowship.com/preschool)

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*Welcome to Harbour Preschool, we are excited to have your family join us! Harbour Preschool is a Christian based child care centre licensed with the Ministry of Education operating under Harbour Fellowship Church. Our staff is committed to providing a high quality program and environment that meets the needs of the whole child. Our centre adheres to all requirements and regulations set out in the Child Care and Early Years Act. Harbour Preschool is part of Quality Child Care Niagara which provides support to programs in the region to enhance the quality of early child care programs.*

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## **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 6 months.
- Providing snacks and lunches that are consistent with Canada's Food Guide.
- Encouraging and modeling 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 to discuss ideas and share learning with one another. Harbour Preschool staff are co-learners with each other, the children, and families.
- Supervisor/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 modeling 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 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 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/imaginative 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 a 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.***

It is important for children and their well being to offer opportunities for both active play and quiet time as well as indoor and outdoor play. A variety and balance of activities will be provided for the children throughout the day 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 day; therefore staff will ensure that snack/lunch times, large group time, quiet time, and washroom and handwashing routine are consistent within reason.
- Staff will ensure that children have outdoor play time both in the morning and afternoon each day.
- 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, parachute play, or obstacle course.
- Providing a quiet area in the classroom where children can relax throughout the day and find a quieter activity to engage in such as books and puzzles.
- Providing a rest time after lunch so that children who require a nap can do so and other children can have a time of relaxation or quiet activities.

***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 by using the parent communication app. Staff will also be available to meet with them as needed. Staff will encourage the children to tell their family about an activity they enjoyed or engaged in that day.
- Staff, Supervisor, and Director will provide information and updates with families on what's happening in the program. Communication will be made daily, weekly, monthly, or as needed via parent communication app, email, social media, newsletter, and postings on the parent bulletin boards.
- 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. Observations of children's interest, activities, and their connections to learning will be communicated through the parent communication app, monthly newsletters, social media, and pictures in the classroom and/or cubby hallway.
- The Director will invite parent feedback in the form of a parent survey each year.

***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 are encouraged to pass along any relevant local information that may be of interest to families such as local community events or point of interest activities through the parent

communication app, social media, or posting information on the parent bulletin board or at the information centre.

- Staff, Supervisor, and/or Director 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 monthly staff meetings and 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 Director/Supervisor/Assistant Supervisor/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.
- At monthly staff meetings there will be discussions around 'what is effective/working in the program and what could be changed/enhanced'. Staff are encouraged to complete a 'Monthly Activity Evaluation' for their classroom.
- 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.



## PROGRAMS OFFERED

Currently we offer the following services:

GROUP	AGE	STAFF TO CHILD RATIO	MAXIMUM CLASS SIZE
Toddler - Full Day	18 - 30 months	1:5	Room #3 - 11 children
Preschool - Full Day	2.5 - 5 years	1:8	Room #1 - 24 children Room #2 - 13 children

## DAYS & HOURS OF OPERATION:

The full day Toddler and Preschool program offers child care between 8:00am and 5:00pm, Monday through Friday all year long. A minimum of 2 days attendance per week is required, families may choose from 2 - 5 days per week. The centre is open 51 weeks each year.

**Harbour Preschool observes the following holidays and is closed on:**

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

\*\*\* plus any additional days taken in lieu, if a holiday happens to fall on a weekend \*\*\*

Harbour Preschool full day programs are closed for a Christmas Break between Christmas Eve and New Year's Day. Harbour Preschool will also be closed for one Friday in June for a Professional Development day. All closure dates will be posted on the Parent bulletin board and communicated to families through the parent communication app. Families will be charged fees for Stat days and the PD day.

## WAITLIST

Harbour Preschool uses the Niagara Region Child Care Registry system to place children in our centre: <https://niagara.onehscn.com>

All children are required to be registered on the Niagara Region's OneList prior to being placed. Once a parent has added their child to the waitlist, they will receive an acknowledgement email. Families can update, change, or delete a child's application at any time. Please note that **placement on the waitlist does not guarantee a spot at your preferred start date.**

When space becomes available in the program, priority will be given in the following order to children that are:

1. currently enrolled with the need to move up to the next group or have a change in schedule;
2. children of staff;
3. siblings of children currently enrolled;
4. children of families attending Harbour Fellowship Church.

Once these children have been placed, children on the waitlist will be prioritized based on program room availability and the chronology in which the children were placed on the waitlist.

When a space becomes available, Harbour Preschool Director/Supervisor will contact the parent via email and/or phone call. Families will have a timeframe of 2 business days in which a response is required to secure the spot. Details about the registration process will be given to parents once they confirm wanting the available spot. All forms must be completed and returned before a start date can be confirmed.

Spaces are created when a child moves up to a different group or when a child leaves the centre. Spaces can be available at any time in the year and at any point in the month. Only once a withdrawal is confirmed in writing can we begin to find a family to fill the space.

If you are contacted about a space and no response is received within the 2 business days timeframe, your child may be removed from the list by the Director. If you respond but choose not to take the spot at that time, your place/seniority on the waitlist remains the same. If after three times of being contacted and offered a spot and the family has refused the offer each time, the Director/Supervisor has the discretion to remove your child from the list, you will be notified of this.

## **ADMISSION**

Applications for enrolment are taken at any time during the year and maximum enrolment is determined by the license issued by the Ministry of Education. Harbour Preschool offers full time and part time care. Part time care refers to full days, but not a full week. These days must be consistent each week with a minimum of 2 days/week.

Registration forms need to be returned within 2 weeks of accepting a spot or your spot will no longer be guaranteed. Any situation regarding children requiring specialized services, having an anaphylactic allergy or medical condition would need to be discussed with the Director/Supervisor prior to enrolment to ensure that Harbour Preschool can meet the child's needs. Please inform the Director/Supervisor as soon as possible to ensure that all the appropriate paperwork is completed as soon as possible.

A non-refundable one time registration fee of \$30 is required once all registration forms have been returned to secure your child's spot in one of our programs. This fee may be added on to your first payment depending how soon your start date is.

Please note that your space cannot be guaranteed if you temporarily withdraw your child or make changes to your schedule (ie. reducing days during the summer months).

## **TOURS & GRADUAL ADMISSION**

Any parent may request a tour of our centre, even prior to applying on the Niagara Child Care Registry. Typically tour dates are offered a couple times each year but may also be permitted on an individual basis as arranged with the Supervisor/Director and as time permits. This is an opportunity for parents to see our space and to ask questions to ensure our program is a good fit for their family.

It can be difficult and trying for both children and parents to adjust to an unfamiliar environment and people. Every child has an individual settling-in period. If desired, we offer an optional gradual stay period to allow your child to get to know our program. Over 3 days, the visit plan includes:

- Visit 1: child visits with parent for 1-2 hours
- Visit 2: child visits on their own for 1-2 hours
- Visit 3: child visits on own for 3 hours. We encourage the child to join the class for lunch on this visit and then be picked up just before rest time

If a child struggles during these times, it may be recommended for a longer gradual admission plan. This will be discussed with the parents. Gradual admission is not required to start attending care, but it is an option to help ease the transition for both the child and parents.

## **CHANGE OF SCHEDULE**

If you wish to make any changes to your child's schedule, please request this in writing through email to the Director/Supervisor. This change can include which days a week you require care, or full to part time and vice versa. Every opportunity will be made to accommodate the request; however, this may not always be possible or may require time to do so.

## **TERMINATION OF CARE**

**BY THE PARENT:** When a parent decides to terminate their child care arrangement and remove their child from Harbour Preschool, **a one month written notice through email or Lillio app** is required to the Supervisor/Director.

A full time space cannot change to a part time space for the summer only. Should parents decide to withdraw their child(ren) for the summer, they will need to recreate their profile in the Niagara Region Child Care Registry. A spot cannot be guaranteed for after the summer.

**BY THE CENTRE:** Harbour Preschool reserves the right to terminate services in any or all of the following circumstances, including but not limited to:

- The program is unsuitable for a child:
  - Child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children and/or staff, and/or additional supports to accommodate the child are unavailable
  - If a child has not adjusted well; recorded observations will be discussed with the parent/guardian
  - Child exhibits special needs/needs related to a serious illness/behaviours that are not possible to meet at the program. In this case, the Director/Supervisor and program staff will make every effort to involve the parents, and possibly a Resource Consultant, in order to decide together on the best course of action for this child, prior to termination.
- Non-payment for child care services and/or lack of adherence to the fee payment policies
- Lack of cooperation from parents with the program's efforts to resolve differences and/or meet the child's needs through parent/staff meetings or conferences
- Failure to comply with policies & procedures
- Failure to submit required information or forms
- Abusive behaviours and/or verbal threats by persons toward program staff or other families

## **COMMUNICATION**

Ongoing communication is encouraged and valued between Harbour Preschool and families. A successful program involves the ability to communicate effectively. At Harbour Preschool we use a parent communication app called Lillio (formerly HiMama). This is a great tool that keeps families updated on what is happening in the program

We kindly ask that you inform us of any major changes in your child's life (ie. illnesses, impending trips, separations, or deaths in the family). These events often affect behaviours and it is helpful to the staff to be aware of these things. All family information will be held in strict confidence.

All issues and concerns raised by parents/guardians are taken seriously by Harbour Preschool staff and will be addressed. Our staff are available to answer any questions or concerns regarding your child. Sometimes drop off and pick up times can be busy and not always the best time for these discussions. If need be, a phone call or meeting can be set up.

If an issue cannot be resolved with your child's classroom teacher and/or you have a concern regarding programming or centre policy, the Director/Supervisor and/or Harbour Church's Ministry Director may be involved. Please see *Parent Issues and Concerns* section for more information.

## **FEES & PAYMENTS**

Harbour Preschool is enrolled in the **Canada Wide Early Learning Child Care** agreement. Our fees will be adjusted according to the Provincial guidelines and service agreement with the Niagara region (see pg. 25 for current rates and payment schedule at the end of this handbook). This information can also be found on our website at [www.harbourfellowship.com/preschool](http://www.harbourfellowship.com/preschool).

All program fees will be paid through Pre-authorized debit (PAD). A form with banking information is required to set up your Pre Authorized biweekly payments, this will be provided to you by the Director in your Registration package.

Fees are required for days your child is scheduled to attend. No refunds will be made as a result for absence due to illness, stat holidays, vacation, inclement weather, or emergency centre closure.

You will receive an official receipt in February for your previous year income tax purposes.

### **Full day program fees:**

Fees will be paid biweekly by Pre-authorized debit. You will receive a schedule of when fees will be withdrawn from your account. A one time registration base fee of \$30 will be charged after your registration forms are completed or with your first payment (no registration fees for any subsequent years for that child). In the case of NSF (non sufficient funds), a non-base fee of \$20.00 will be charged. Any unpaid fees must be rectified within 1 week after notice is given.

### **Late pick up charges:**

Harbour Preschool doors close at 5:00pm. Parents are asked to plan sufficient time to pick up their child, speak with staff, dress their child and leave the centre by 5:00pm. Due to the operational and staffing costs incurred when a parent/guardian is late, a late non-base fee rate of \$1 per minute will be charged to the family. You will receive an email explaining the charges and this will be added on to your next payment withdrawal.

## **ARRIVAL & DEPARTURE**

Upon arrival at Harbour Preschool, designated parking is located in the back parking lot behind the building. Please do not park in wheelchair accessible spots or leave your car unattended blocking the sidewalk. Be mindful of other families coming and going. Please use the Harbour Preschool entrance, this is the door located on the right as you approach Harbour Church's main entrance doors.

When you enter the Preschool area, take your child to their assigned cubby locker where you can leave their coats, backpacks, and any belongings. Parents can then escort their child to their classroom and inform a staff member that your child has arrived and pass along any important information. It is the parent's responsibility to dress and undress your child upon arrival and departure.

Arrival and departure times are critical transition times for children. These moments can be stressful for parents and children alike so we recommend making the transition as short and painless as possible. If your child is having trouble separating from their parent at drop off time, please know that our staff are well trained in handling this type of situation. If your child remains upset after you leave for a prolonged period of time and is unable to calm down or settle in, we will contact you.

Young children depend on regular routines and it is helpful to them in feeling safe and secure. If possible it is recommended that fixed hours be established for arrival and pick up times. In order for your child to adapt to their class and receive full benefit of the program, children should be present prior to 10:00am. This will ensure that staff are in place to meet ratios.

To ensure your child's safety, your child will not be released to any person other than those listed on the registration form. In the event that a person picking up your child is unknown to the staff, a piece of photo ID will be required. In a situation where an unauthorized person will be picking up your child (not listed on the registration form), we must receive written notification from you through the parent communication app or email, including their legal name that would match their ID. A copy of any custody arrangements are required to be on file in order to be enforced.

Harbour Preschool entrance doors are locked for safety purposes. After your child is fully registered and just before your child's start date, the Director/Supervisor will give you instructions on how to use the keypad lock. If at any time you are unable to unlock the Preschool entrance door, you may use the church's entrance doors and check in at the Admin office for help and direction.

## **SAFE ARRIVAL & DISMISSAL POLICY**

The policy and procedures within this policy will support the safe arrival and dismissal of children receiving care at Harbour Preschool. 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. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the procedures set out below.

Harbour Preschool will ensure that any child receiving care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the centre may release the child to. Upon registration, parent/guardian will list additional people (outside parent/guardian) who are authorized to pick up children on the registration form. These forms are kept in the classroom binders, emergency bags, and information is uploaded into

the Parent Communication app for additional reference. While we appreciate notification from parents, if an individual on the authorized pick up list arrives to pick up a child but no notification was given, the child can still be released to that individual. Harbour Preschool will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any child from care without supervision.

#### Accepting a child into care:

When accepting a child into care at the time of drop-off, program staff in the room will:

- Greet the child and the parent/guardian.
- Check in with the parent/guardian to see how the child is or if there is any information to pass along for the day. If the parent/guardian indicates that there is an alternative pick-up, staff will confirm whether the parent has authorized that the specific person has been given previous permission to pick up the child. The staff will ask/remind the parent to send a message in the Parent Communication app as a written record and for easy reference to any staff working with that child. Staff will remind the parent/guardian to ensure the pickup person has appropriate photo ID on hand to ensure the child can be released to them. While we appreciate notification from parents, if an individual listed on the authorized pick up list arrives to pick up a child but no notification was given, the child can still be released to that individual.
- Sign the child in on the classroom attendance record.

#### When a child has not arrived in care as expected:

When a child does not arrive at Harbour Preschool and the parent/guardian has not communicated the absence/change in drop off (either by speaking to a staff, leaving a voice message, messaging through the Parent Communication app/email), the following steps will be followed:

- Staff will ensure the Director/Supervisor is aware and notified no later than 10:00am.
- Upon hearing who is not in attendance at 10:00am, the Director/Supervisor/designate will then contact the child's parents via a message through the Parent Communication app.
- If by 10:15am, no response from a parent has been received, the Director/Supervisor/designate will phone parent #1 to determine the whereabouts of their child. A voice message will be left if phone is not answered asking the parent to contact the office as soon as possible. The voice message will also inform them that parent #2 is being contacted right away. The Director/Supervisor/designate will then attempt to reach parent #2, again leaving a message if no contact is made.
- Once the child's absence has been confirmed, the program staff will update the reason in the parent communication app & will document the absence and reason in the daily written record.

#### Releasing a child from care:

When an individual arrives to pick up a child, the following steps will be followed:

- The staff shall only release the child to the child's parent/guardian or an individual listed on the registration forms as having authorization to pick up. While we appreciate notification from parents, if a listed individual does arrive to pick up a child but no notification was given, the child can still be released to that individual. Should a parent/guardian have a non-listed person picking up their child, they must provide written authorization (through the Parent Communication app) with the name of the individual picking up.

- When a staff does not know the individual picking up the child, they will confirm with another staff member the identity of the individual, or if no staff can confirm the identity, the staff will confirm with photo identification against the written notice from the parent.

When a child has not been picked up at centre closure time:

When a child is still in attendance at 5pm (centre closure time):

- Staff shall ensure that the child is supervised while they await their pickup.
- If a parent has not advised the centre ahead of closing as to the late pick-up, the staff will proceed to call the parent/guardian to advise that the child is still in care and inquire about their pick-up time. Staff will leave a voice message with each phone call asking for a call back, and informing the person as to who has already been contacted and that the next person on the authorized list will be contacted.
- If staff are unable to reach a parent/guardian, they will then proceed to contact the emergency contacts. Staff will leave a voice message with each phone call asking for a call back, and informing the person as to who has already been contacted and that the next person on the authorized list will be contacted.
- Where staff are unable to reach a parent/guardian or any other authorized emergency contacts listed on the child's file by 5:30pm, the staff will proceed to contact the local Children's Aid Society (in Niagara it's Family and Children's Services (FACS)). Staff will follow the direction of FACS with respect to next steps.

## **EMPLOYEES, VOLUNTEERS, STUDENTS, AND VISITORS**

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

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).

Harbour Preschool welcomes students and volunteers into our program 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/volunteer have any unsupervised access to children in our program or be counted in staffing ratios. All students/volunteers over 18 years of age are required to provide a VSC.

Any visitors to the centre must sign in on the visitors log located on the table in the entrance area. Parents/guardians of enrolled children are not considered visitors. Any visitor interacting with children must sign an Offence Declaration and show ID if their identity is unknown to the staff. Visitors attending a tour of the facility will sign in and remain with the Director/Supervisor or designate at all times.

## **PRESCHOOL CLOSURES**

In case of inclement weather, Harbour Preschool will close for the day when local Niagara school boards close the schools. If school buses are cancelled but the schools remain open, Harbour Preschool will also be open unless the Director and/or Licensee (Harbour Fellowship Baptist Church) decide that road conditions are unsafe for families and staff to travel on, then the decision to close the Preschool will be made.

Local school closures are announced on local radio and are posted on the school boards websites/social media. Harbour Preschool will notify parents of a centre closure through the parent communication app and by posting on our social media pages. If the weather becomes inclement while children are in care, the Director/Supervisor will make the decision to end the day. Families will be notified through the parent communication app or called to pick up their child. Staff will remain at the centre until all children have been picked up. It is always the parent/guardian's discretion as to whether they deem the roads safe to drive. Parents should notify the centre via parent communication app if their child will not be attending on any day.

## **FIRE DRILLS & EMERGENCY MANAGEMENT**

Fire drills are conducted monthly by all classes. Fire drill procedures are posted in each classroom.

Harbour Preschool has an Emergency Management Plan for various emergencies. This plan is reviewed annually by the Director/Supervisor and corresponds with our Emergency Management Policy and Procedures. All staff review the policy on an annual basis.

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)**. If an emergency occurs, we will notify parents via the parent communication app or phone depending on the circumstances.

## **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 (48 hrs for gastro symptoms)**.

Children cannot attend child care if illness prevents their ability to participate in regular routines, including outdoor time. Families are advised to make alternate care arrangements for the following:

- Elevated temperature (a fever of 100°F/38°C within past 24 hours)
- Excessive drainage (clear or discoloured) from the mouth, nose, eyes or ears
- Sore throat or persistent coughing/deep hacking cough
- Difficulty breathing or untreated wheezing
- Severe abdominal pain, vomiting and/or diarrhea (within past 48 hours)
- Discharge coming from eyes or ears, red, puffy eyes or crustiness



- Undiagnosed skin or eye rash
- Cuts or openings on the skin that are pus filled or oozing
- 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 through the parent communication app or by calling **905-984-5500 Ext #206** and leaving a voicemail stating the reason for absence and any symptoms.

If your child is sent to the centre with any of the above listed symptoms or they develop them during the day, you will be contacted and required to make arrangements to have your child picked up. Children should not be medicated then sent to care (ie. given Tylenol to break a fever). 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/Supervisor 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. Information will be communicated to all families through the parent communication app and a notice will be posted to notify parents of procedures to be followed.

## **IMMUNIZATIONS**

The CCEYA stipulates that each child must be immunized according to the local Medical Officer of Health before admission to the program or an exemption based on parental or Medical written objection to the immunizations. We require a copy of your child's immunization record on file (either the yellow card or printout from your physician).

## **MEDICATION**

Administration of prescription and non-prescription medicine is regulated and forms are required to fill out. Our policies are in accordance with the Ministry of Education and Niagara Region Public Health. A complete copy of the policy is available upon request.

It is strongly recommended that the initial dose of any medication be administered by the parents at home, and that the child remain at home for the first 24 hours after a new medication is started, in order to allow the medicine to take effect and in case there is any form of allergic reaction.

Before any staff can administer any medication, we require written information from the parent providing permission to administer the medication, as well as information on the name of the medication, the date, time and dosage to be given, and their signature. Please ask the Director/Supervisor for the Authorization for Medication Administration form.

It is the parents responsibility to notify the centre if the child is taking any medications. It is also the responsibility of the parent to give the medication directly to a staff member so that it can be stored safely out of reach of children and in accordance with the instructions listed.

Harbour Preschool will only administer prescription drugs to children under the following conditions:

- Medication is in the original container clearly labelled with prescription label containing the child's name, the medication name, date of purchase, and instructions for storage and administration
- A medical authorization form (provided by the Preschool) needs to be fully completed by a parent preferably ahead of time or if not then upon arrival

## **ANAPHYLAXIS & 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/Supervisor to develop the Emergency Plan. Staff, supply staff, 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 at our centre, 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 staff, 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 and prescribed by a physician, in its original packaging, have the child's full name and the name and dosage of the medication. An Epi-Pen must remain at the centre for each child identified with anaphylaxis. 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 may not attend the program.

In cases where a child has food allergies and the meals/snacks provided by Harbour Preschool cannot meet the child's needs, the child's parent will be asked to supply snacks/meals for their child. All written instructions for diet provided by the parent will be implemented. Staff and parents must ensure that all food is labeled with the child's full name and date it was brought in. Parents will provide staff with a list of all ingredients. Where food is provided from home for children, staff will ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

## **NUTRITION & DIETARY RESTRICTIONS**

Harbour Preschool provides a daily nutritious lunch and 2 snacks (morning and afternoon) for the full day program. Please note that the morning snack is not a substitute or supplement for breakfast. Snacks are prepared by staff at our centre and lunch is catered by Little Ones Lunches ([www.littleoneslunches.ca](http://www.littleoneslunches.ca)). Little Ones Lunches is able to provide food for children with nutritional restrictions (vegan, vegetarian, food allergies, etc.), please speak with the Director/Supervisor about this. Milk is served with lunch and water is served at snack and at any time during the day.

For the safety of the children and staff with allergies, it is our policy that children/families **do not** bring food of any type into the building. Please ensure that your child finishes eating breakfast at home. Outside food is not permitted in the centre unless there are special arrangements made ahead of time due to dietary restrictions/special circumstances. Please speak to the Director about this. We are a nut free facility.

Weekly food menus are posted on the parent board in the front entrance area and on the parent communication app. Children's special dietary needs and allergies are posted in all cooking and serving areas. Parents of children with special dietary needs may be asked to assist with food substitutions. Where food is approved by the Director to be provided from home, all food and drink containers must be labelled with the child's name.

It is not our policy to force children to eat, however, we do encourage all children to try each type of food at each meal/snack.

## **CLOTHING & POSSESSIONS**

During the day, your child will participate in many different activities. Your child should be dressed in clothing that is appropriate for physical activity, messy activities (painting, creative art, sandbox, water play), ease of washroom routine, and the weather for outdoor play. Dressing in layers is a

good idea. All clothing and footwear needs to be clearly labelled with your child's name. Please see the "Children's Belongings - What to Bring" list (Appendix A).

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

## **OUTDOOR PLAY**

Regulations require a minimum of 2 hours of outdoor play daily for children that attend a full day program(weather permitting).

It is our policy that if your child is too ill to play outside or participate in any part of the daily routine, they should remain at home. Should a child have a written note from their doctor stating the reason that they cannot participate in outdoor activities, they may be placed in another classroom or with the Director/Supervisor in the office. A medical form will need to be filled out before a child will have this consideration.

*Cold Weather/Winter:* Children may not be required to spend time outdoors if temperatures are -15C or below.

Children 18 months and older will not engage in outdoor play when the temperature combined with the wind chill is lower than -15C at the time of scheduled outdoor play or at the discretion of the Director/Supervisor). During colder weather, outdoor activities may be limited to 30 minutes.

*Summer/Hot Weather:* During extreme heat, outdoor play may be limited at the discretion of the Director/Supervisor. Our staff will ensure that children are well hydrated at all times and given the option to cool down as needed.

A decision whether or not to go outside is made based on the discretion of the Director/Supervisor. In cases where the weather may affect human health, staff will keep children indoors and will provide alternate play opportunities. A large room is also available for gross motor activities.

## **TOILET TRAINING**

Harbour Preschool recognizes that children will be at various stages of toilet training in the toddler and preschool age range. Our staff is happy to support you and your child at whatever stage they are at.

Please communicate with our staff if you are beginning the process at home and we can continue to support this while they are in our care. If staff feels a child is showing signs of readiness at child care, they will talk with the parents about options to start toilet training if all are in agreement as it works best to have everyone on board working together.

The toilet in the preschool classroom is adult/medium size and requires a small step stool to get up. We do have a potty seat to go on it if needed. One toddler classroom has a child size toilet low to the ground and does not require a potty seat. The other toddler room has a washroom just outside the classroom with an adult size toilet with a potty seat and step stool. We do not use stand alone potties as Public Health does not approve them for sanitary reasons.

Toilet accidents will happen - this is part of the process! Any soiled clothing will be bagged and placed in the child's cubby. Please take it home for laundering and bring in another set of clothing. Underwear or clothing that contains a bowel movement cannot be rinsed in the toilet - only the BM is put in the toilet prior to the clothing being bagged.

## **REST PERIOD**

While not all children need a mid day nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period.

Our daily schedule incorporates a balance of active and quiet play, including a rest time. During this time, children are encouraged to sleep, rest, or engage in a quiet activity from our 'quiet-time' box, according to their needs.

Cots and sheets are provided by Harbour Preschool. Parents are asked to send a labelled blanket for their child to use. Should a child use a nap time comfort item such as a stuffed animal, it will remain on their cot during the day. It is also recommended that it also stay at the Preschool so as to not cause issues if forgotten. Bedding is washed at minimum weekly and more often if required.

## **INDIVIDUALIZED SUPPORT PLANS**

Harbour Preschool is committed to helping every child grow and learn. For children with exceptionalities who we are able to accommodate, we will work with parents and any other professional person who works with the child to develop an individualized support plan. For children identified prior to enrolling, an individualized plan needs to be returned and discussed with the Director/Supervisor prior to the child's start date. For children identified after enrolling, the staff will work with professional persons (eg. Resource Consultant) to develop an individualized plan while the child is regularly attending.

## **QUALITY CHILD CARE NIAGARA**

Quality Child Care Niagara (QCCN) is a supportive approach that offers training, tools and resources to improve the quality of programs for your child and every child in a licensed childcare program across Niagara.

**As part of Quality Child Care Niagara, programs use the following developmental screening tools:**

### DISC Preschool Screen (DPS)

#### **WHAT IS IT?**

- A developmental screening tool that helps educators support each child's individual uniqueness
- Completed by one of our educators with parental consent within 4-6 weeks of the child's start date and annually thereafter

#### **WHY DO IT?**

- Assists educators in creating an inclusive program for each child
- To offer additional support by referring to a Resource Consultant at no charge, if suggested

### Speech and Language Referral Checklist

#### **WHAT IS IT?**

- A screening tool to help educators support each child's communication development
- Completed by one of our educators with parental consent, within 6-8 weeks of the child's start date & annually thereafter AND at any time the parent/guardian or educator has concerns about the child's communication development

### **WHY DO IT?**

- Assists educators in gaining further insight on each child's individual speech and language skills
- To offer additional support by referring to a Speech Language Pathologist at no charge, if suggested

### **Behaviour Children's Actions, Relationships and Emotions Checklist (C.A.R.E.)**

#### **WHAT IS IT?**

- A developmental screening tool based on observation of the child's social, emotional, and behavioural patterns. All behaviours are a form of communication.
- Completed by one of our educators with parental consent, as needed

#### **WHY DO IT?**

- Assists educators in gaining further insight on each child's individual speech, language, and social communication skills
- To offer additional support by referring to a Speech Language Pathologist at no charge, if suggested

### **PARENT COMMUNICATION APP & 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 child care and it's a great way for families to see what we have been up to.

You will receive a photo consent and parent communication app participation agreement form in your registration package. This gives Harbour Preschool permission to take photos/videos of your child and publish their work. Please know that these photos will only be shared with Harbour Preschool families through the parent app and only ever displayed at the Preschool in classrooms or hallways. Harbour Preschool does have social media pages that we will post pictures on from time to time. At no time are children's faces shown or a child's identity made known on social media/internet. Harbour Preschool families may only share their own child's pictures as they see fit and not include any other children from other families. Harbour Preschool will always ask for specific permission for use of any photos for advertising purposes.

### **OFF PREMISES ACTIVITIES**

The staff plan activities for the children which are conducted inside and outside our approved play areas. We do not have planned off site activities.

At times, our groups may take the opportunity to go for walks around the church property. The children enjoy going on a nature walk or visiting the community garden. Children will be monitored at all times. An authorized form in the registration package acknowledges parental permission for the child to go on these walks.

### **SUN SAFETY**

It is suggested that you send a sun hat or baseball cap during the appropriate seasons. During the months of May - October, staff will apply sunscreen prior to outdoor play and reapply sunscreen as needed. It is the parent's responsibility to apply sunscreen at home in the morning before attending child care and to provide a bottle of sunscreen (labelled with child's name) to keep at the centre. A permission form for the staff to apply sunscreen is part of the registration package.

## **BITING POLICY**

We strive to provide a safe and loving environment for all children in our program. Biting is not a desirable behaviour but it can be a typical part of childhood development. When a biting incident occurs, we take it seriously. Biting can be harmful to other children and staff. Our goal is to help identify what is causing the biting and to resolve the issue. Biting can cause upsetting feelings for the parents of the child that was bitten, for the parents of the child that bit and also staff. Everyone wants these behaviours to end as quickly as possible. Children may bit for various reasons such as: teething discomfort, experimental biting, becoming independent, lack of communication skills, frustration because they can't express their needs/wants, and feeling threatened by or negotiating change in their environment (ie. start at the program, new baby at home, etc.). If a biting incident occurs, staff will follow the biting policy. The policy is available upon request.

## **INCIDENT REPORTS**

The safety and well being of each child in our program is top priority and we take every precaution to prevent injury. Should your child receive a minor injury while in our care, a written accident report will be completed. Parents will be asked to read and sign the report. Parents will receive an emailed copy of the signed report and the original will be filed in the appropriate binder.

If there is a serious accident or injury that results in the need for medical attention, Harbour Preschool will attempt to contact the parent as soon as possible and arrangements will be made for the child to be picked up or taken to the local emergency department. If a parent cannot be reached, the listed emergency persons will be contacted. If the parent and the emergency contact are unavailable, the child will be transported by ambulance to the local hospital, accompanied by the Director/Supervisor/designate.

All staff members are trained in First Aid and CPR, and are able to administer basic first aid treatment until paramedics arrive.

## **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. If there are behavioural concerns with a child, the parents will be consulted to develop a plan to help the child grow in this area.

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.
- 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.

## **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.

## **PARENT ISSUES AND CONCERNS**

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 in 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 continuous 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 and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties 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 days. 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.

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).

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).

### Procedures

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room Related</b></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"> <li>- the classroom staff directly or</li> <li>- the Supervisor or</li> <li>- the Director or licensee.</li> </ul>	<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><b>General, Centre or Operations Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the Director or licensee.</li> </ul>	<p>Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff, Supervisor, Director and/or Licensee Related</b></p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the Director or licensee.</li> </ul> <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>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>



<p><b>Student/ Volunteer Related</b></p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Supervisor, Director or licensee.</li> </ul> <p>***All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	
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**Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Cheryl Strickland, Ministry Director 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](mailto: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](mailto:eccdc@eccdc.org)

College of Early Childhood Educators: 1-888-961-8558 or [info@college-ece.ca](mailto:info@college-ece.ca)

St. Catharines Fire Department: 905-688-5601

Niagara Regional Police: 905-688-4111

**CHILD ABUSE POLICY & DUTY TO REPORT**

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

Under the Child Care and Early Years Act, 2014 our staff are morally and legally obligated to report any suspected child abuse to Family and Children's Services of Niagara.

**PRIVACY POLICY**

Records concerning your child (enrolment forms, health records, observations, screenings, etc.) are confidential and will only be accessible to you, the Director/Supervisor, and the Program Advisor designated by the Ministry of Education to review our records for licensing purposes. Information will not be given to others without parent consent.

It is the policy of our centre to not disclose the names of children who may have caused injuries to other children while at the program.

## **PARENT RESPONSIBILITIES**

If your child is not going to attend care as per usual, please notify us before 10am via the parent communication app. When your child does not attend, it's appreciated if you let us know the reason. Staff track sickness in order that parents can be kept well informed should an unusual illness occur and to prevent an outbreak.

It is the responsibility of each parent to make sure that they notify staff of any changes to their contact information. It is important that we have current, up to date phone numbers, addresses, and emergency contacts. The changes should be written and communicated via the parent communication app or emailed to the office.

It is also important for parents to pass along any information regarding your child at drop off, such as 'Nana will be picking up today' or 'we will be late tomorrow due to a Dr.'s appointment'. Staff will make these notes in the daily log for other staff.

## **PARENT HANDBOOK**

This parent handbook is available on our website [www.harbourfellowship.com/preschool](http://www.harbourfellowship.com/preschool) or a hard copy will be provided upon request.



## FEE RATES & SCHEDULE

Effective: January 1, 2023

**We are enrolled in the Canada Wide Early Learning  
Child Care agreement**

PROGRAM DESCRIPTION	RATE (includes Canada Wide Early Learning Child Care fee reduction)
Toddler full day child care Open all year round Mon - Fri 8:00am - 5:00pm ★ Includes 2 snacks and lunch	Base fee \$22.65/day
Preschool full day child care - all year round Open Mon - Fri 8:00am - 5:00pm ★ Includes 2 snacks and lunch	Base fee \$20.43/day

**\*Note:** Fee rates are subject to change according to the Niagara Region's set rates and any changes due to the Canada Wide Early Learning Child Care agreement.

**PAYMENT SCHEDULE:** \* tax receipts are issued in February

**Toddler and Preschool full day program** - Payments are made by Pre Authorized Debit biweekly on Fridays according to the dates below. You will receive an invoice through the Lillio app on the Wednesday before the Friday billing.

2024	January 12, 26
	February 9, 23
	March 8, 22
	April 5, 19
	May 3, 17, 31
	June 14, 28
	July 12, 26
	August 9, 23
	September 6, 20
	October 4, 18
	November 1, 15, 29
	December 13, 27

## **Appendix A - Children's Belongings (what to bring)**

### Toddlers:

- Indoor shoes (labelled)
- 2 changes of indoor clothes (labelled in a ziplock bag)
- Appropriate seasonal outerwear (see below)
- Half sleeve of diapers\*, diaper cream\*\* (if needed), and a package of wipes
- Blanket and comfort toy for rest time (to remain at the centre)
- Soother if required for rest time (staff will limit use for other times of the day)
- Water bottle with straw (labelled)

### Preschoolers:

- Indoor shoes (labelled)
- 2 changes of indoor clothes (labelled in a ziplock bag)
- Appropriate seasonal outerwear (see below)
- Diapers\* or pull ups (the kind with velcro) if needed and a package of wipes
- Blanket and comfort toy for rest time (to remain at the centre)
- Water bottle with straw (labelled)

\*Disposable and cloth diapers can be used. Soiled cloth diapers and clothing will be placed in a plastic bag and returned to the parent for laundering. Due to Public Health guidelines, we are not able to rinse or spray soiled articles.

\*\*Consent must be given for use of diaper cream using the Authorization for Non-Prescription Skin Products form.

## **Appropriate Seasonal Outerwear**

### Winter:

- Snow suit
- Winter boots
- 2 pairs of snow mittens
- Warm hat & neck warmer (NO SCARVES)

### Spring/Fall:

- Lined jacket with hood or hat
- Splash pants
- Rubber boots

### Summer:

- Sun hat or baseball cap
- Running shoes or closed toe sandals (NO FLIP FLOPS)

**\*Please note** that we love to engage in **messy play** at times (ie. painting, baking, making slime, water play, exploring mud puddles and rain, sandbox etc.) as this offers many wonderful experiences and benefits for young children's development. Please keep this in mind when choosing clothing to dress your child in for the day and please be sure to provide extra clothing to keep at the Preschool. Thank you!