

Clients Handbook

The City of Clarence-Rockland Daycare Services



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Introduction

The Licensed Daycare Services (the “Services” or “Service”) of the City of Clarence-Rockland (the “City”) offers bilingual, non-profit daycares. In operation since October 1974, the Services are offered to children from 18 months to 12 years old.

The City has established this Clients Handbook (“Handbook”) in accordance with the requirements of the *Childcare and Early Years Act* (the “Act”) and/or Regulation 137/15 under the Act (the “Regulation”).

Interpretation

- a) Every disposition in this Handbook includes the masculine, feminine or gender neutral without any discrimination towards anyone, to alleviate this text where applicable.
- b) In the event of a discrepancy between this Handbook and the Act and/or the Regulation, the Act and/or the Regulation will prevail.
- c) Any reference herein to the discretion (“Discretion”) exercised by the employees of the Service, is meant to refer to the sole and absolute discretion at large and as permitted by law.

Program Statement

Mission

We believe that all children have the right to enjoy the diversity offered in our programs, which will allow them to develop their own identity and become aware of their personal potential.

Vision

We believe that we are all competent, capable, curious and full of possibilities.

Values

The educator will be involved in the children's play and will use his/her observations to open investigations and discussions between the adult and the child. The Services believe that the child's environment must include:

- Respect for oneself and others;
- Curiosity, initiative and independence;
- Self-esteem and the ability to make decisions; and
- Interaction and communication.

We must ensure collaboration between the Services, the client, including the parent, legal guardian or any other person acting in the role of a parent (“in loco parentis”) for a child, and community organizations involved in the child's daily life since our priority is to meet the needs of each child as much as possible.

The Services' Approach to Achieving Program Statement Objectives

Consult the daycare's parent chart to find out the goals of each group.

- a) Employees of the Services seek to offer children the well-being, comfort and basic needs necessary to ensure the development of each one.
- b) Children who attend our services will be offered a healthy diet according to our balanced menus that meets the standards of the Canadian Food Guide approved by the Health Unit.
- c) The educator will be a role model for the child to promote positive and receptive peer-to-peer communication. We encourage clients to keep an open communication with the staff for the smooth running of the child's day and the Administration of the Services for the operation of the program.
- d) The educator supervises the child when he verbalizes his needs in a positive way towards the possibility of settling or finding a solution to their conflicts / incidents before intervening, to allow him to self-regulate.
- e) By using the "How Does Learning Happen?" document and the "ELECT", each educator of the Services promotes exploration of play and curiosity in children in all age groups.
- f) We offer an environment with educational and creative materials that stimulate children's curiosity and learning, through activities that aim the interest of children, field trips, special guests and presentations initiated by children and supported by the educator.
- g) As a result of our observations, we implement activities that offer challenges corresponding to the stage of development of each child.
- h) We use our indoor and outdoor play areas as a learning room by including natural elements to make our centres conducive to discovery.
- i) We offer a varied and stimulating schedule, including indoor and outdoor games, favorable to offer determined or spontaneous moments when the child can continue his personal growth through play. The needs of the children will be considered when the activities are organized.
- j) By sending memos, photo-posted programs and observation books, the daycares promote clients' involvement and communication about the program offered to their child. We believe in the importance of keeping a link with clients in order to inform them of the progress and challenges that their child experiences on a daily basis.
- k) We believe that integrating available community partners into our program is a tool that will complement and support our presentations; this will allow the child to flourish more in his or her growing environment and amplify his or her sense of belonging.

- l) The Services' Administration supports and encourages educators to participate in workshops and trainings available throughout the year, to improve the Services, the program and professional development.
- m) Through surveys and observations, we can evaluate our practices in order to better meet the needs of each child who attends our Services.
- n) The administration of the Services ensures that Crew Leaders present the program statement to new employees, students and volunteers before interacting with children and whenever the program statement is changed.
- o) Supervisor/Crew Leaders ensure the implementation of the program statement, as developed by the Services' administration, by all employees, students and volunteers on an ongoing basis during the program offered to children.

Description of Daycare Services

Daycare names with address, emails and phone number	Toddler (18 to 30 months)	Preschool (30 months to 3.8 years)	School age (4 to 12 years old)
Carrefour Jeunesse 927, St-Jean Street, Rockland carrefourjeunesse@clarence-rockland.com 613-446-6700	•	•	•
St-Patrick 1001 Heritage Drive, Rockland st-patrick@clarence-rockland.com 613-446-4406	•	•	•
Rockland Public 999 Giroux Street, Rockland rocklandpublic@clarence-rockland.com 613-446-6001			•
Sainte-Trinité 879 St-Joseph Street, Rockland ste-trinite@clarence-rockland.com 613-446-0505	•	•	•
St-Mathieu 3155 Gendron Road, Hammond st-mathieu@clarence-rockland.com 613-487-1818	•	•	•
Ste-Félicité 1647 Landry Street, Clarence Creek stefelicite@clarence-rockland.com 613-488-3030		•	•
Sacré Coeur 2233 Dollard Street, Bourget sacre-coeur@clarence-rockland.com 613-487-1973		•	•
Du Rosaire 2410 Du Lac Street, St-Pascal Baylon du-rosaire@clarence-rockland.com 613-808-6372			•

Days and hours of operation

We offer daycare services from Monday to Friday from 6:30 a.m. to 5:30 p.m.

The daycares will be closed for the following days:

Family Day	Civic Holiday
Good Friday	Labor Day
Easter Monday	Thanksgiving
Victoria Day	From December 25 to January 2 nd
Canada Day	

Ratio by age group

- Toddler group – the ratio is 1 adult for 5 children
- Preschool group – the ratio is 1 adult for 8 children
- School age 4 and 5 years old – the ratio is 1 adult for 13 children
- School age 6 to 12 years old – the ratio is 1 adult for 15 children
- School age 9 to 12 years old – the ratio is 1 adult for 20 children

Waiting list

To obtain an admission offer, the parent must register their child on the Service's Central Waiting list by visiting the City's web site at www.clarence-rockland.com click Living Here/Daycares/Central waiting list.

Registration procedure

[Appendix A – Accounts Receivable Policy and Rates](#)

The Service has established an Accounts Receivable Policy to be transparent and to harmonize the rules and policies regarding accounts receivable from the Service. The full policy can be found in Appendix A.

Finance

Canada-Wide Early Learning and Childcare System (CWELCC)

The City of Clarence-Rockland Daycare Services has registered with the Canada-Wide Early Learning and Childcare System (CWELCC) between the Province of Ontario and the Government of Canada.

Children under the age of six (6) years old are eligible for the gradual reduction of childcares fees, as per agreed by the (CWELCC) program.

Security deposit and Rate

Toddler 18 to 30 months	Preschool 30 months to 3 years 8 months	School age AM AND PM Before and after school	School age AM OR PM before school only OR after school only	School age full day
\$22 per day	\$22 per day	\$12.00 per day 4-5 years old	\$12.00 per day 4-5 years old	\$14.77 per day 4-5 years old
		6-12 years old From January 1 st to end of school year, 2025 \$24.96 per day	6-12 years old From January 1 st to end of school year, 2025 \$18.72 per day	6-12 years old From January 1 st to end of school year, 2025 \$39.52 per day
		Starting summer camp, 2024 \$26 per day	Starting summer camp, 2024 \$19 per day	Starting summer camp, 2024 \$41 per day
Deposit for all age groups \$250.00				

A security deposit is required for new daycare clients, according to the user fee By-Law in effect.

For partially subsidized parents, a security deposit will be required as follows: for all Age Groups (Base fee) \$125.

The above rates are subject to change during the year. Clients will be notified of the changes.

Child Care Subsidy

You can apply for financial assistance for daycare costs, by going directly to the website: www.prescott-russell.on.ca. If you do not have access to the Internet, you can call the Prescott Russell Social Services: 1-800-667-9825 / 613-675-4642

12-year-old withdrawal policy

A child who turns 12 years old during the school year may remain in the daycare until the end of the school year in June. However, the Daycare Services reserves the right to terminate the service of a child aged 12 years old if he/she demonstrates the following behavior:

- The child has no interest in the program and activities available and no longer follows the daycare routine.
- The child has unacceptable behavior and no longer respects the daycare's code of conduct.
- The child does not respect educators, educators' assistants, substitutes, trainees or other people responsible for the group, as well as the children at the daycare.

Health and Drug Administration

Medical Emergency

The Services' staff will provide immediate care when a child has an accident or sudden illness. The parent will be contacted immediately to inform him/her.

When it is an emergency, the Service will contact 911 first as well as the client immediately afterwards. Should the child be taken to the hospital by ambulance, the client is responsible for paying the costs incurred for ambulatory services provided to the child.

Medication

The client can bring medication for the child to the daycare. The Service can only accept the original medication container, which clearly indicates the child's name, prescribed dosage, prescription date and expiration date of the drug. All medication must be given directly to educators.

The client must complete the medication form provided by the Service and give it to the Service duly completed together with any medication to be administered by the Service to the child.

Should any specialized medication that must be administered in a manner that is not consistent with the Service's usual manner of administering medication, the Service has the Discretion to refuse administering the said medication to the child should the Service have concerns about the child's health and/or safety, or the educator is not certain as to how to administer the medication.

Daily Health Monitoring

Employees of the Service are required to monitor the state of health upon the arrival of the child, and on a regular basis during the day. When a child shows symptoms of illness, the client will be contacted and must pick up the child immediately.

Outbreak

Depending on the symptoms and the number of children with the same symptoms, the Health Unit of Eastern Ontario (the “Health Unit”) may make the decision to declare an outbreak in a daycare. This decision can only be governed by the Health Unit and the Service must follow the outbreak rules established by the Ministry of Health. Instructions will be given to affected clients when an outbreak occurs.

Anaphylactic Allergy

The client must inform the Service if the child has severe allergies and provide the medication to counteract the effects of the allergy. The client must complete the anaphylactic allergy form in their Digibot Portal as well as a medication form that will be provided by the Services. See Appendix D Sabrina's Law - Anaphylactic Allergy.

The client must fill in the medication form provided by the Service and must remit the duly completed form to the Service together with any medication that must be administered by the Service to the child.

Arrival and Departure at the Daycare

Hours of Operation

We ask customers to respect the Service's hours of operation, which are from 6:30 a.m. to 5:30 p.m. The child must be at the daycare before 9:30 am to benefit from the activities planned during the morning.

Child's Absence

We ask you to inform the daycare if the child will be absent for the day or will arrive later than 9:30 am.

School Age Children

For school age children, the parent must contact the daycare when his or her child will be absent from school since it is not the responsibility of the school to relay the message to the daycare.

Other Person Picking Up the Child

If the client cannot pick up the child, they must notify the Service and give the name and telephone number of the person who will come. Staff will ask for identification from anyone whose identity they do not know.

Leaving with Child per Established Schedule

When the client comes to the daycare to pick up the child, they cannot change their mind and leave the child at the daycare if the child refuses to leave; this has an impact on the adult-to-child ratio scheduled for the end of the day at the daycare and as such, the child must leave with the child as planned.

Clothing

Identify the Child's Items

It is the client's responsibility to ensure that items are properly identified with the child's name and that their child's locker is clean and tidy.

The Service is not responsible and releases themselves from all responsibility for the loss or broken personal items. Ex. Jewelry, toys, clothing, etc.

The client must ensure that cream containers are given directly to the educators and are not simply left in the child's locker.

Here is the list of items that the child we always need at daycare:

Toddler and Preschool:

- Diaper, diaper rash cream, wet towel (wipes)
- Spare clothes (to be changed according to the season)
- Inside shoes
- Clothing appropriate to the seasons for outdoor play
- Nap blanket (will be given every Friday to wash)
- For safety reasons no flip flop (sandals style)
- Sunscreen lotion (no aerosol containers)

School Age:

Daycares located in Elementary Schools will follow the school's Dress Code for school age children.

- Clothing appropriate to the seasons for outdoor play
- Inside shoes
- Sunscreen lotion (no aerosol containers)
- For 4-5 years old's we suggest leaving a change of clothes in a large ziplock bag, with their name and in their school bag for daycare.

Program

The Program

Educators prepare the program for children, in accordance with the Program Statement, the "How does learning happen" and the ELECT. These references encompass the overall development of children, according to their curiosity and interests. Please note that no child can be excluded from the group during the program since the Services must always respect the adult-to-child ratio.

Outdoor play

According to the Ministry's requirements, children must be provided with 2 hours of outdoor play per day, weather permitting. For toddler and Preschool groups: one hour in the morning and one hour in the afternoon.

The schedule for School Age children includes a period of outdoor play of 30 minutes each day, when the weather permits.

The program is intended to be flexible and will allow children to stay longer outdoors when the weather permits. Note that children will be unable to go outside if the temperature is above 35 degrees celcius during the summer or below -21 degrees celcius during the winter.

Toddler and Preschool Program

The Services must provide an environment that ensures the well-being and safety of everyone in a childcare setting. To achieve this objective, the Service's mandate is to participate in the education of Toddler and Preschool children and teach them:

- Positive peer interactions
- The use of respectful and appropriate language
- Respectful gestures and actions towards peers
- Proper use of equipment and toys

The educators must consider the developmental stage of each child when intervening with the children in the toddler or preschool group. Every child is capable and competent in learning, understanding their actions, empathy and will be able to recognize good and bad.

Walks and Outings

Program

The daycares could organize walks and outings throughout the year. These activities provide children with a variety of cultural, educational, physical and entertainment experiences. The parent is responsible for paying the costs of educational activities/outings (Non-base fee).

Ratio

The educator/child ratio will be respected, by age group, as agreed in the Law.

Authorization

The client must sign an authorization sheet for the child to participate in the walks when registering.

Travelling

When the daycare organizes an outing that requires travelling, the client will be informed with a memo and invited to go to their Digibot Portal to fill out the consent form, to allow the child to participate in the outing.

Criminal Record/Vulnerable Sector

If a client wishes to join the Services during a special activity, an outing or to volunteer, he or she must provide the Services with a Vulnerable Sector Criminal Records Check dated within 3 months prior to the date of contact with the children, whether it be the date of the activity, of the outing or of the day it wishes to volunteer. This report will be accepted for 12 months, from the date issued by the police station. If a client cannot give us this document, the Service will not be able to accept the client's presence in the company of the children who attend our Service. The safety of children who attend the Service is the priority.

Meals and Snacks

Menus Posted on the Bulletin Board

Our balanced menus meet the standards of Canada's Food Guide and are approved by the Health Unit; menus will be posted on the parents' bulletin board to help you plan your meals at home. You can visit [Canada's Food Guide](#) to learn and find food suggestions.

Toddler and Preschool Groups

For children in the Toddler and Preschool group, breakfast, lunch and an afternoon snack will be served daily. We ask clients whose children attend the Toddler or Preschool group not to bring food or beverage from outside the daycare. A bottle for the use of water, identified in the child's name, may be left at the daycare. This bottle will be returned with the child every night to be washed.

School Age Group

For children who attend a School Age group, parents are responsible for providing food and beverages for breakfast, snacks and lunch. The daycare will have a time slot to allow children to have breakfast before leaving for school and eat a snack in the afternoon. To ensure food safety, the Ministry and the Health Unit require that an Ice Pack be included in the child's lunch box.

The client must clearly identify the lunch box and beverage bottle with the child's name.

Food Allergies

It is important for clients to be aware of the food allergies of children attending the Service, to communicate any allergies with the Service in accordance with this Guide, and to exclude these foods from the child's lunch box. The anaphylactic allergy list is available on the parents' communication board.

It is a priority for every age group that the client informs the Crew Leader when the child has food intolerances or allergies. See Appendix D Sabrina's Law - Anaphylactic Allergy.

For children with food intolerance, attending toddler and preschooler's groups, a note written by the client will be put in the child's file. The client can provide alternative food for the child, clearly identified with the child's name and the date they bring the food to daycare. The client must give alternative food to the educator.

Photo Publication

The Service needs the client's permission to publish photos of the child, taken during activities and/or special outings, in the Digibotgo Portal. The client will not be able to receive a "Moment" taken without this approval.

The Service will contact clients directly for approval to publish a child's photo for the public, for example: in the City Community Activity Book, newspapers, on the City website or any other form of advertising.

Protocol for the Inclusion of Children with Special Needs

Protocol's Objective

The inclusion protocol for children with special needs aims to promote the greatest possible participation of these children in quality childcare.

Individualized Support Plan

When staff are unable to meet a child's overall needs, and with the client's permission, we work in partnership with the United Counties of Prescott Russell Inclusion Services to develop an individualized support plan and considering the individual needs and limitations of that child. It is not always possible, in all circumstances, to establish an individualized support plan.

Objectives of the Individual Support Plan

The Individual Support Plan is an assessment to target the immediate needs of a child with global challenges. The individual support plan will be developed with the participation of clients, employees working directly with the child and a counsellor from Inclusion Services, following the recommendations of the health professionals who diagnosed the child.

It is essential to identify effective ways, so that all children can participate fully in the program and interact with their peers in a constructive and positive way.

Inclusion Goals for Children with Special Needs

- i. Allow the child a global development according to his abilities;
- ii. Enable the child to access learning in a positive environment; and
- iii. Allow the child to acquire autonomy.

Inclusion goals for clients who are parents, legal guardians or any other person acting as a parent ("in loco parentis") of the child with special needs:

- i. Since clients are the first educators of the child, their collaboration and support are essential to the child's success.

Inclusion goals for other children attending daycare

- i. Encourage acceptance for children with different needs than others;
- ii. Leverage the strengths of each individual to develop mutual aid; and
- iii. Expose yourself to differences and become more tolerant.

Possible Refusal or Removal of a Child from the Services

Despite the desire and protocol to include children with special needs, the following situations may result in the Services not being able to enroll a child in daycare or having to remove a child with special needs from the Services' programs. The list is non-exhaustive and is provided solely as an example. The daycare reserves the right to end the services in any other situation not specifically provided in this list where reasonable accommodation would constitute "undue hardship" while providing daycare services.

- i. The child has special needs that go beyond the expertise of existing staff and instead require the involvement of other specialists, such as health specialists;
- ii. The child has serious and complex health problems that require specialized medical knowledge and practices;
- iii. The child needs a 1:1 ratio and the Service does not receive the necessary subsidies to meet this need;
- iv. The Service does not have access to external resources, tools and/or techniques that would be necessary for the inclusion of the child (program assistant, therapists, etc.);
- v. Despite the vigilance and assiduous supervision of the employees, the child escapes from the group either inside or outside the daycare;
- vi. Despite the development of an individualized support plan, the child exhibits behaviours that put his or her safety or the safety of other children and/or staff at risk;
- vii. Despite the supervision put in place, the child manifests an aggressive and violent behaviour, physically and / or verbally, towards the children and / or the staff of the daycare;
- viii. The child is at an end-of-life stage or serious and serious illness, and this affects the emotional state of the other children and/or the daycare staff;
- ix. The child requires specialized medical interventions that require specialized training and can only be administered by a health professional and not by the daycare staff; and/or
- x. The child requires opioid/narcotic or other specialized medications that may be prescribed to prevent/alleviate pain that can only be administered by a health care professional and not by daycare staff.

School Age Code of Conduct Protocol

Code of Conduct's Objectives

Daycare - a great place to live.

The Code of Conduct is established for the safety and respect of everyone who attends the Service. The Code of Conduct equally applies to all clients of the Service.

Behaviour That Will Not Be Tolerated

The Services' mandate is to ensure the well-being and safety of all in a childcare setting. To achieve this goal, disrespect, harassment and violence in daycare perpetrated by anyone cannot be tolerated. The school age code of conduct protocol will be implemented and presented to clients and children attending the Service. This protocol explains:

1. Behavioural expectations;
2. The regulations to be respected;
3. Unacceptable behaviour in daycare; and
4. The consequences if these expectations are not respected.

Review with the Children

The educator will review the "Code of Conduct" with school age children, during group discussions, to make them aware of the expectations of the daycare.

Expectations and Regulations to be Respected

1. I respect others:
 - using an inside voice
 - by expressing myself in a polite, clear and non-aggressive way
 - using appropriate language and gestures
 - respecting the space, projects and ideas of others
2. I respect the premises, equipment, supplies and games of the daycare:
 - by helping to tidy up
 - taking care of the equipment
 - helping to keep the room clean
3. I participate in a positive way in the various activities, games and transitions
4. I stay with my group inside and outside
5. I will respect and follow the instructions of the Services Employees
6. I respect the school's regulations even on daycare hours.

Reason for Expectations and Regulations

- Mutual respect is required to achieve a healthy environment
- Respect for others
- Respect for the property of others
- Ensure the safety of all

Examples of Unacceptable Behaviours

Without limiting the generality of the foregoing, the Service considers the following behaviors by children or clients to be unacceptable:

- a) Verbal abuse: use of vulgar words, humiliation, repetitive harassment, or threats
- b) Physical violence: slaps, punches, kicks, hitting with objects, throwing objects, strangulation, biting, pinching, shaking, pushing, twisting a limb, spitting, etc.
- c) Destructions of the property of the school or Services (break equipment, make graffiti)
- d) Running away from the group either inside and/or outside

Consequences and Procedures for Unacceptable Behaviour

1. In the event of unacceptable behavior, the educator will discuss with the child to explain expectations of good behavior in a similar situation in the future. The client will be notified of unacceptable behavior by the child and a note will be placed in the child's file as a reference.
2. When the unacceptable behavior is repeated, the Educator and Crew Leader will schedule a meeting with the client to discuss the incident and find strategies to eliminate the behavior; the client will have to sign the warning form and the child may be suspended for one day.
3. If the child needs to be suspended more than once, even when strategies are put in place and the behaviors persist, the team will need to assess the child's needs and determine if the team has the resources to continue to provide service to the child. A meeting should be scheduled with the client to discuss the team's decision, following the evaluation.
4. The Manager or Supervisor of the Daycare Service give themselves the right to withdraw a child from the daycare and the withdrawal could be immediate:
 - When there is no cooperation on the part of the child and/or parents to improve the child's behavior.
 - As a result of the child's actions of a serious or severe nature, putting the safety of other children and employees at risk.
5. Depending on the severity of the incident, the Crew Leader, Supervisor or Service Manager may decide at its entire Discretion to suspend a child; the suspension could be immediate.

6. The Manager or Supervisor of the Service could terminate the service of a child at its entire Discretion, without following the order of procedures considering the severity of the incident or the nature of the unacceptable behavior. The withdrawal could be immediate.

Description of Severity

The Service considers the following behaviors, without limiting the generality of the foregoing, as severe incidents:

1. Verbal abuse - any repeated and extreme verbal abuse
2. Physical violence – Extreme violence against children and/or adults
3. The child continues to run away from the group inside and/or out
4. Through their actions, the child puts his or her safety, the safety of other children and/or adults at risk.

Client's Responsibilities

The clients have the following responsibilities with respect to the child when communicating with the Service to promote a positive relationship within the context of the Service Agreement between the client and the Service, with the child's best interest as the primary objective:

- i. It is important, for the good of all, that the school age Code of Conduct is respected by clients and children.
- ii. Although it is the responsibility of the educator to encourage and use positive strategies to correct or modify unacceptable behavior and to indicate to the child the right behaviors to adopt, it is important that a follow-up is done at home to help eliminate unacceptable behaviors as quickly as possible.
- iii. The clients will be responsible for paying for the cost to repair or replace any equipment that their child has broken.
- iv. The client does not have the right to reprimand a child, other than their own child, when they pick up the child at the daycare.
- v. The client can discuss a concern or problem with the Educator or Crew Leader.
- vi. The client will not allow the child to bring toys from home to the daycare unless otherwise advised (for example during a special activity).
- vii. The exchange of personal toys between children will not be allowed.
- viii. The clients and children must respect the employees of the daycare in their decisions and in their routine.
- ix. The client must use respectful tones and language when addressing the daycare employees.

The Service is not responsible and releases themselves from any and all responsibility for the loss of toys or broken toys that the child brings from home to the daycare during a special activity.

Emergency Management

Objective

The Ministry of Education requires that the Service put in place procedures and policies to be followed when emergencies occur. The Service's administration will conduct an annual review of emergency management to ensure that it meets the Department's expectations as well as the delivery needs of childcare centers.

Communication in Case of Urgent Situation

Please be informed that the Services will send a message via the Digibot portal and call the clients and/or emergency contact of the child to inform them that they must come to the emergency location to pick up the child, when an incident occurs, and we cannot return to the

Termination of the Services Agreement by the Daycare Services

The Services has the absolute Discretion to terminate any Services Agreement for any client with respect to any child with no notice, including and without limiting the generality of the foregoing, in the following instances:

- a) A client does not comply with the Service's hours of operation and the Service made at least one written reminder to the client regarding the late parent policy.
- b) In accordance with the "Protocol for the Inclusion of Children With Special Needs" in this Handbook, if the daycare cannot meet the overall needs of the child and/or it is noted that the child needs a more specialized service, the management of the Services reserves the right to permanently withdraw the child, if the Service is unable to fulfill the child's needs, for the child's own wellbeing. A meeting will be organized to discuss with the client, after which a written notice will then be given to the client.
- c) The Services Administration may terminate the service, at its sole Discretion, if this Handbook, the policies, the Act or the Regulation are not followed by the child and/or client.

- d) The child and/or the client who demonstrates aggressive or violent behavior, either physically or verbally, towards an adult or a child may be removed from the Service for a short or long period of time, or permanently according to the decision of the Services Administration. This could entail the Termination of the Services Agreement at the Service's sole Discretion, regardless of the age group.
- e) Depending on the severity of the incident involved, it is possible that the Administration of the Services may terminate the service on the day of the incident with no requirement for any prior notice. This includes the right to terminate the services if the child does not comply with the Code of Conduct, subject to the Section herein entitled "School age Code of Conduct Protocol". The Administration of the Services will inform the Finance Department to close the account with no necessity to pay during the usual four weeks required notice.
- f) If a child does not comply with the Code of Conduct, regardless of his or her age group, then the Service Agreement can be terminated in accordance with this Section with no requirement for prior written notice to the client nor to the child.

Policies

[Appendix A – Accounts Receivable Policy and Rates](#)

The Service has established an Accounts Receivable Policy to be transparent and to harmonize the rules and policies regarding accounts receivable from the Service. The full policy can be found in Appendix A.

[Appendix B – Waiting List Policy](#)

The Ministry of Education requires the Service to establish a policy regarding the transparent and clear management of the waiting list. The full scope of this policy can be found in Appendix B.

[Appendix C- Prohibited Practices Policy](#)

The Ministry of Education requires the Service to establish a policy regarding guidelines for employees working with children in a childcare facility. The full policy can be found in Appendix C.

[Appendix D – Sabrina's Law Policy - Anaphylactic Allergy](#)

The Ministry of Education requires the Service to establish a policy to protect children with anaphylactic allergies. The full policy can be found in Appendix D.

[Appendix E – Drug Administration Policy](#)

The Ministry of Education requires the Service to establish a policy regarding the handling and administration of medications. The purpose of this policy is to establish guidelines for employees working with children in childcare centers. The full policy can be found in Appendix E.

[Appendix F – Sleep Supervision Policy](#)

The Ministry of Education requires the Service to establish a policy to regulate the rest period of children during the day. This policy applies to children who attend the toddler age group (18 to 30 months) and the preschool age group (30 months to 3 years 8 months). The full policy can be found in Appendix F.

[Appendix G – Volunteer and Student Supervision Policy](#)

The Ministry of Education requires that the Service establish a supervision policy if it accepts volunteers and students to be assigned to the groups. This policy ensures the safety of the children in our care as well as the supervision and smooth running of the program. The full policy can be found in Appendix G.

[Appendix H – Client Communication Policy](#)

The Ministry of Education requires the Service to put in place a policy to provide a transparent process for responding to client questions and concerns. The full policy can be found in Appendix H.

Administrative contacts

<p>Julian Lenhart Director of Community Developments 613-446-6022 jlenhart@clarence-rockland.com</p>	<p>Anne Morris Bouchard Manager of the Daycare Service 613-446-6022 x 2427 amorrisbouchard@clarence-rockland.com</p>
<p>Isabelle Miner Daycare Supervisor 613-446-5853 iminer@clarence-rockland.com</p>	<p>Chantal Lamoureux Daycare Coordinator 613-446-6022 x 2422 clamoureux@clarence-rockland.com</p>
	<p>Accounts Receivable Clerk/ Daycare Finance 613-446-6022 x 121 ar@clarence-rockland.com</p>

Website: <https://www.clarence-rockland.com/fr/vivre-ici/daycares.aspx>

Appendix A - Clients account policy – Daycare Services GAR15-01

Corporation of the City of Clarence-Rockland

(Effective January 1, 2025)

1.0 Policy Statement

The City of Clarence-Rockland offers a licensed daycare service in targeted schools in the municipality.

The Daycare Services seek to maintaining and developing financial strategies to ensure the financial self-sufficiency of the Service.

2.0. Purpose/Objective

The purpose of this policy is to standardize the Daycare Services Clients account regulations and policies.

3.0 Definitions

Day of operation: The service is in operation from Monday to Friday throughout the year, except for the stat days and planned closures of the Service.

Stat days:

- Family day
- Good Friday
- Easter Monday
- Queen Victoria Day
- 1st of July
- Civic Holiday (August)
- Labour Day
- Thanksgiving
- Christmas Day and the day after Christmas Day
- New Year's Day and the day after New Year's Day

Planned closing days:

- December 27 to December 31

* If one of these days falls on a Saturday or Sunday, the first opening day of the following week will be designated as the day off during which the service is not offered, except for the planned closing days.

Operational hours: 6:30 a.m. to 5:30 p.m.

School Day: all days included into the school year calendar as per the school board of each school.

Full day: any day that is not a school day.

Totality of the service: any operational day during the year.

Financial Services include: service agreement, invoices, adjustments, withdrawal, absences and custody agreements.

NSF: any pre-authorized payment refused due to insufficient funds.

4.0 Scope

This policy applies to all accounts receivable for the municipal licensed Daycare Services.

The Daycare Services is responsible for providing all the necessary information to the Finance Department to prepare the billing.

The Finance Department will be responsible for the collection of receivable accounts.

5.0 Policy Procedure and Guidelines

REGISTRATION

Customers must reserve the totality of the services, from Monday to Friday.

When the parent accepts an admission offer, the Service will send a link by email to new customers, to give them the necessary information to complete the registration and to subscribe to the Digibot electronic platform.

Customers must complete the registration file on the Digibot platform and always keep their information up to date.

To confirm the registration, the customer must go to the Customer Service at City Hall within three (3) working days following their registration, to pay the security deposit (Base fee).

Once the deposit is received and the Digibot portal is completed, the customer will receive an email to confirm that the child's place is reserved.

The security deposit will be refunded on the first Daycare Services invoice.

Digibot Portal

On the Digibot portal, the parent will be able to:

- View their billing
- Reserve their childcare service
- Insert their banking information for pre-authorized payments
- Obtain their receipt for tax purposes in February
- renew their service agreement in the spring of each year

The parent whose child attends the school age group must complete two agreements annually:

1. For the period of the school year: the parents will reserve the service for the school year.
2. For the summer break: the summer break agreement will be launched on the client's portal in March. The parents must complete this agreement to ensure that their child can participate in the summer program.

When the customer checks off a service, he is responsible for paying for the entire service (Base fee). For example, when a customer checks off the summer break, this will include all weeks/days that are not school days during the summer.

Once the services are reserved on the Digibot portal, the customer will be bound by this agreement, notwithstanding the service that will be used during the term of the agreement.

PD days, school breaks

PD days, school break will be à la carte. The customers must log into their Digibot portal to book the PD days planned by the School Boards. An email will be sent to customers when educational days and school holidays are available for booking on the portal.

Once the services are reserved on the Digibot portal, the customer will be bound by this agreement, notwithstanding the service that will be used during the term of the agreement.

Unexpected closure of the Service

There will be no reimbursement of costs when an unexpected situation occurs, resulting in the closure of the service, which is beyond the control of the City; this includes but is not limited to: bad weather, outbreaks, etc.

Only the Municipal Council can authorize the cancellation of daycare fees when an unexpected situation occurs that is beyond the City's control.

Precisions

- When the ratio allows it, the toddler or preschooler starting daycare will be granted 3 free sessions, each of 3 hours, to familiarize themselves with their new environment. This clause will only apply to new customers.
- When a child is transferred from a preschool group to a school age group, the parent must fill out a new agreement to reserve the services, according to his needs.
- If the number of registrations decreases during the year and the Service is no longer financially self-sufficient, we may have to close a group. The Service will notify the customers affected by such decision ahead of time.
- Despite the administration rigour in applying the Clients Accounts policy, the manager of the Daycare Services has the right to evaluate a request from a customer following an exceptional event.

Parents with shared custody

- Parents with shared custody must register their child from Monday to Friday, for all the weeks covered by the service agreement. It will not be possible to reserve a part-time place.
- Parents having a shared custody must submit the Court Agreement issued by a provincial judge, or a separation agreement signed by both parties at the time of registration, to the daycare and the Finance Department.
- The Finance Department will charge parent's the daycare fees according to the Court or separation agreement (Base fee).
- In the eventuality that one of the two parents do not pay his daycare account, Section Late payment will apply for the parent whose account remains overdue. When the Finance Department closes an account that remains unpaid, it will be possible for the other parent to keep their child's place if they agree to pay for all the days covered by the service agreement.

Request to add a service

It is possible for customers to add a service when an option was not reserved in the agreement.

- The client must make a request to add a service by contacting the daycare Team Leader ahead of time, to allow us to confirm we have availability in the child's group. Once confirmed, it will no longer be possible to cancel this service addition or exchange it for another day. The addition of service will be billed to the customer's account (Base fee).
- The daycare will refuse to accept a child when the parent has not received confirmation from the Team leader that a place is available, following a request to add a service.

Security deposit (Base fee)

- A security deposit is required for new daycare registration, according to the user fee By-Law in effect. The deposit will be non-refundable if the client decides to cancel the daycare service after having completed the registration and paying the security deposit.
- The security deposit will be applied to the customer's account on the first invoice.

Billing (Base fee)

General Procedures

Team Leaders are responsible for the integrity and accuracy of the basic information given to the Finance Department.

The Daycare Services must keep the original attendance, as well as the supporting documents for billing purposes, in the municipality archives for a period of three (3) years.

Clients will have to log into their Digibot portal to check their invoices and balance.

- All stats holidays will be charged to customers, notwithstanding the service used by the customer.
- Planned closing days will not be billed to customers.
- Customers who have shared custody will be billed on a prorated basis on stats holidays.
- The Finance Department is responsible for adjusting the customer's account.

Fees for paying and partially subsidized customers will be charged at the beginning of each month and the payment will be due on the 10th of each month by pre-authorized payment. When the pre-authorized payment is refused on the 10th, the transaction will be repeated on the 25th of the current month. Non-sufficient fund fees (NSF) will apply; see the appendix to our "User fees Bylaw" for NSF fees.

The Service will terminate the registration after three (3) NSF and the account will be closed.

Days of absence

The customer is responsible for paying for all days stipulated in the contracts. The customer will not receive any credit for the days when his child is absent.

Verification of child attendance

The client who requests verification of his child's attendance at the daycare must follow the Access to Information procedures of the City of Clarence-Rockland. The applicant must send his request to the clerk and pay the costs established by the City of Clarence-Rockland when requesting access to information search.

Late payment (Non-base fee)

The Finance Department is responsible for issuing notices of late payment and refused pre-authorized payment due to insufficient funds via the Digibot portal.

After two (2) consecutive pre-authorized payment attempts are refused, a letter and email will be sent to the customer to notify them that there will be a single and final (3rd) payment attempt. If a payment is returned to us on the third attempt, which includes the balance from the previous month and the bill for the current month, the child will no longer be eligible for childcare.

The Finance Department will close the customer's account and may retain the services of a bailiff or of a collection agency to recuperate the monies in arrears.

Clients' late arrival at the daycare (Non-base fee)

It is understood that the City Daycare Services operating hours are from 6:30 a.m. to 5:30 p.m.

- a) All parents arriving at the daycare later than 5:30 p.m. will be charged according to the late fees in effect.
- b) The late parent and the educator will both sign the late departure form indicating the departure time. This policy is applicable to full fee-paying parents and subsidized parents.
- c) The following late fees will be added to the late parent's monthly billing:
 - a. \$10.00 for the first five minutes late
 - b. \$1.00 each additional minute of delay.
- d) The manager reserves the right to terminate a customer's contract when the parent cannot observe the daycare opening hours.

Withdrawal from the daycare services

- It is understood that the client can terminate their daycare service by submitting four (4) weeks written/email notice of withdrawal.
- The notice will be submitted to the Accounts Receivable Clerk/ Finance. The client will be invoiced according to the service agreement established during the four (4) weeks following the withdrawal notice.
- The client terminating their daycare services must put the name of their child on the central waiting list if they require a daycare service later.

Subsidized clients

When the client is approved for a childcare subsidy by the United Counties, the following clauses apply:

- Service agreement
- Billing
- Late payment
- Clients' late arrival at the daycare

General procedures

- Subsidized clients that are eligible to a partial subsidy from the United Counties of Prescott Russell must pay a security deposit (Base fee) as establish in the User Fee By-law. The fee for setting up an account will be paid by the United Counties of Prescott Russell.
 - It is understood that the amount charged to the partially subsidized clients is established by the United Counties Social Services of Prescott Russell.
 - If the subsidized client wants to make changes or add a service to his agreement, the client is responsible for having his request approved by the United Counties of Prescott Russell Social Services. The client will be responsible for paying the fees (Base fee) if the request is not approved by the United Counties of Prescott Russell Social Services.
 - When subsidized clients exceed the absence days allocated by the Social Services of Prescott Russell, the Finance Service of Clarence-Rockland will send an invoice to the client at the full daily rate for each excess day (Base fee).
 - Easter Monday and the Civic holiday (1st Monday in August) will be charged at full rate, since these days are not part of public holidays paid by the United Counties (Base fee).
 - When the child is absent for medical reasons for 3 consecutive days, the parent must contact the United Counties subsidy agent directly.
 - The customer who is no longer eligible for a subsidy must complete a new agreement to reserve the services according to his needs and will have to pay the difference between the subsidize and the paying customers deposit fee (Base fee).
 - The subsidized client can terminate their daycare services by submitting two (2) weeks written notice of withdrawal. The notice will be submitted to the Accounts Receivable Clerk/Finance. The client will be invoiced according to the service agreement established during the two (2) weeks following the withdrawal notice.
 - It is the customer's responsibility to contact the subsidy agent of the United Counties of Prescott Russell to inform them of the withdrawal of their child from the daycare service.
 - When the Daycare Services withdraw a child, the subsidy ends on the same day, unless the parents receive a 2-week notice.
-

6.0 Responsibility

The Community Development Director will establish the policy procedures.

Review and Amendments

The Director of Community Development shall be authorized to approve minor updates to this policy from time to time and inform the City Clerk accordingly. Minor changes, in this context, means any changes that would not affect the budget.

Appendix B - Waiting List Policy - GAR2017-06

1.0 Policy Statement

Establish a policy for the waiting list.

2.0 Purpose and Objective

In Article 45 and 75.1 of Regulation 137/15 Ontario - Waiting List in the Childcare and Early Years Act, 2014, the Ministry of Education requires that the Daycare Services establish a transparent management policy in regards of the waiting list.

3.0 Definitions

Daycare Services employees waiting list guidelines to be followed at all times.

4.0 Scope

This policy will apply to all parents wishing to add their child's name on the waiting list and the administration of Daycare Services.

5.0 Policy Procedure / Guidelines

The administration of the Daycare Services of Clarence-Rockland manages a centralized waiting list.

The parent must go to the City of Clarence-Rockland web site to add their child's name on the Daycare Services waiting list. <https://www.clarence-rockland.com/en/vivre-ici/daycares.aspx>

It is understood that there is no applicable fee to add a child on the waiting list.

Here are the procedures and policies for the management of computerized waiting list:

- a) The information in the waiting list is confidential and will be disclosed to the administration management and to the Financial Service when the parent confirm that he reserves the placement for their child at daycare.
- b) The waiting list is separated according to age groups, either toddler, preschool or school age. This waiting list specify each school, working in partnership with the City of Clarence- Rockland.
- c) The parent/legal guardian must complete the required field when registering their child's name on the waiting list. The parent can add additional information regarding his child's needs in the comment section.
- d) The date on which the client is added to the waiting list will determine its rank. The earliest date being the priority of the next call, by age group.
- e) When offering admission, the administration of the Service will give priority to the Clarence-Rockland employees that added their child's name on the waiting list.

- f) To accommodate families who use our Service, priority is given to siblings of a child already registered at the daycare. The parent must have added the name of their children to our waiting list.
- g) The administration makes sure to contact the parent according to the age group and priority of rank. If the parent does not respond to the call, a message will be left to all phone numbers provided by the parent and an email will also be sent.
- h) The parent will have 48 hours to confirm that he wishes to reserve the place for their child.
- i) When we have a confirmation that the parent accepts the place within the prescribed time, we will send them the link to join the Service's customer portal and the parent will need to complete the registration forms on their portal.
- j) The parent who refuses the place will either remove his name from the waiting list or be placed at the bottom of the list. After the third refusal, the name will be removed from the waiting list.
- k) The parent who does not return the call within the prescribed time will be automatically removed from the waiting list.
- l) When we contact a parent, whose child is not yet 18 months (12 to 17 months = we have the right to accept 3 children of age exception in each toddler's group) and the parent informs us that their child does not walk, the child will remain on the waiting list status quo in his place until he reaches 18 months.
- m) The parent may contact the administration of the Daycare Service their rank on the waiting list.
- n) A child's place is guaranteed once the registration has been completed on the customer portal and the deposit received at the Town Hall.

Appendix C - Prohibited Practices Policy - GAR2017-02

1.0 Policy Statement

To establish the Behaviour Management Policy required By Law in the *Childcare and Early Years Act 2014*, by the Ministry of Education, as modified.

2.0 Objective

In the Sub-Section 5.6 – Prohibited Practices of the *Childcare and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to establish guidelines for daycare employees working with children.

3.0 Definitions

Prohibited Practices

Daycare Services employees guidelines to be followed at all times.

4.0 Scope

This policy will apply to all employees that are affected in the Daycare Services of the City of Clarence-Rockland.

5.0 Policy Procedure / Guidelines

5.1 It is forbidden to inflict corporal punishment on a child or allowing another child or group of children from corporal punishment to a child.

5.2 It's forbidden to physical restraint of the child, such as confining the child to a highchair, 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 33 someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

5.3 It's forbidden to lock the exits of the childcare centre or home childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the Daycare Services licensee's emergency management policies and procedures.

5.4 It's forbidden to use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.

5.5 It's forbidden to deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.

5.6 It's forbidden to inflict any bodily harm on children including making children eat or drink against their will.

6.0 Authorized Disciplinary Measures

6.1 A disciplinary measure must relate to the nature of the behaviour of the child.

6.2 A disciplinary measure must be appropriate to the level of development of the child.

6.3 A disciplinary measure must be used in a positive and consistent manor.

6.4 A disciplinary measure must be used to assist a child in understanding the appropriate behaviour.

6.5 A disciplinary measure must be use as soon as the child unacceptable behaviour occurs.

6.6 A disciplinary measure must be discussed with the parents when inappropriate behaviour occurs followed by a difficult situation.

7.0 Responsibilities

The Contravention policy will apply when the supervisor or crew leader or manager will observe or will be informed that an employee, volunteer or student did not follow the Behavior Management policy.

8.0 Behaviour Management Measures

The Direction of the Daycare Services is responsible to observe his/her employees during the exchanges and interventions with the children.

The Behaviour Management Policy of the employees will be studied during our staff meetings twice a year.

Appendix D - Sabrina's Law - GAR2007-01

1.0 Policy Statement

Establish the Sabrina's Law policy for anaphylactic allergies.

2.0 Purpose / Objective

In the Sub-Section 3.10 - Anaphylactic of the *Childcare and Early Years Act, 2014*, the Ministry of Education requires that the Daycare Services establish a policy aiming to protect the children with anaphylactic allergies.

3.0 Definitions

"Anaphylaxis"

A severe systematic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

4.0 Scope

This policy will apply to all children attending the Daycare Services.

5.0 Policy Procedure / Guidelines

The parents/legal guardian and even the children conscious of his situation has to inform the Daycare Services of allergies that could be threatening for his life when admitting the child; the parents/legal guardians will need to sign a consent form to authorize the administration of the EpiPen or assist the child to perform the administration of the EpiPen, in the event that the child can do it himself.

The parents/legal guardian and even the children conscious of his situation can't appeal for damage-interest for an action of good faith aiming to help an anaphylactic reaction in conformity with the present law.

The parents/legal guardians and even the child conscious of his situation must inform the daycare of all changes and/or new symptoms concerning the anaphylactic allergy and inform the daycare if the child doesn't have the allergy anymore and doesn't need the medication anymore as soon as possible. In this case, the parent must submit a doctor's note confirming that the child has no more allergies.

TODDLER AND PRESCHOOLER'S GROUP

It is understood that our daycare centers have eliminated from the daily menu all foods containing peanuts, nuts and/or all other food identified by the parent/tutor that would cause an anaphylactic reaction to a child. Posters are installed in the main entrance and cloakroom of the daycare to identify foods prohibited in the daycare. They will be clearly visible to staff members, students, volunteers, clients and daycare visitors.

Foods that cause anaphylactic reaction in a child are not permitted in the daycare due to the life-threatening consequences that can result from anaphylactic allergies. This list will be systematically updated to add new food/elements causing an anaphylactic reaction when informed by the parent during the child's stay at the daycare.

To avoid confusion, the " Wow Butter " will be refused in the Clarence-Rockland daycares.

Exception:

When the medical practitioner and/or parent indicates that the anaphylactic allergen food may be on the premises of the daycare, but the child cannot consume it, it will be the responsibility of the employee, working with the group, to provide a substitute food to the allergic child, which will be provided by the parent.

When a parent needs to bring substitute food to the daycare for children attending the toddler and preschooler's group, the parent is responsible for sending a note with instructions to the daycare, which we will put in the child's file.

It is understood that the parent must clearly identify each substitute food he brings to the daycare with the name of his child and the date of the day he left the food at the daycare. This also applies to a substitute beverage, for example, but not limited to : soy milk to replace the milk that the daycare offers to children.

The parent cannot leave a substitute food in their child's bag. It is the parent's responsibility to hand the substitute food to the employee responsible for their child's group.

SCHOOL AGE GROUP:

It is understood that a child 44 months of age or older must bring a lunch bag to the daycare. The parent must provide the beverages as well as the breakfast, snacks and lunches. To reduce the risk of anaphylactic reaction for a child in the group, the parent must clearly identify the lunch bag and beverages with the name of their child.

Staff members, students and volunteers of the day care will be informed of children with allergies in order to reduce the risk of exposition of anaphylactic pathogenic agents in the rooms and shared zones within the day care premises; a list of the children with allergies will be posted in each rooms of the day care, including the kitchen where the food is prepared and this list will be inserted in the attendance board that follows the group in the different rooms used by the daycare, in the outdoor play area and during field trips.

Staff members, students and volunteers must be vigilant when a child has an anaphylactic reaction of bug bites/stings during outdoor play. Staff members, students and volunteers must get the children inside the daycare when the identified bug that could cause an anaphylactic reaction stays in the outdoor play area after the staff member attempted to eliminate the bug without success.

An individual plan, including the names and the pictures of the children, the description of the anaphylactic allergies or dietary restrictions and the emergency contacts and procedures will always be available for staff members, students and volunteer of the Daycare Services. The daycare crew leader will be responsible to give the Sabrina's Law policy and the individual plan for each concerned child to the staff members, students and volunteer of the daycare and will ensure that each sign the document annually as proof that they are aware of the policy and individual plans.

The daycare crew leader will be responsible to ensure that the individual plan is implemented and followed by all persons in contact with children in daycare.

General Procedures

The Daycare Services will include Sabrina's Law in the municipal policy document that staff members, trainees and volunteers read, understand and signs before being in contact with children. This policy will be read and signed after a term of twelve months or whenever there are changes by the staff members, trainees and volunteers of the Daycare Services.

The Crew Leader of the daycare will be responsible to present all individual anaphylactic plans to the staff members, students and volunteers before their first contact with children. It is understood that all staff members, trainees and volunteers will revise all individual anaphylactic plans for each concerned child after a term of twelve months or whenever there are changes, sign and date to confirm their knowledge of each individual anaphylactic plan. It is understood that the administration of Daycare Services expects that employees, trainees, volunteers, clients and visitors follow the procedures of Sabrina's Law, as established and follows the instructions developed for each anaphylactic individual plan on site.

If one or some employees, trainees, volunteers, clients and visitors doesn't follow the procedures of Sabrina's Law, as established and/or doesn't follow the instructions developed for each anaphylactic individual plan on site, a meeting would be held with the individual or individuals concerned to discuss the importance of following the procedures of Sabrina's Law and anaphylactic individual plans.

Dismissal or denial of entry to daycare could be applied if the individual or individuals do not cooperate following the warning.

The Daycare Services will include Sabrina's Law in the child's admission form and the parents will have to sign the document to confirm that they understand the policy. The signed document will be archived in the child file.

Medication Administration

The EpiPen or any other anaphylactic medication must be identified with the child's name, the expiry date and the medicine administration instructions; instructions will be revised annually by all daycare staff members, students and volunteers. The EpiPen must always follow the child at the daycare; the EpiPen will be in the group bag to be accessible to all employees but inaccessible for the children.

Exception: In accordance with the Sub-Section 3.11 - of the Child Care and Early Years Act, 2014, with the consent of the parent/tutor, a child can keep an emergency allergic medication on him/her at all time in a belt around their waist, because of the limited time we have to administrate the medication to the child. The consent will be kept in the child's file at the daycare.

The staff members, students and volunteers will have the anaphylactic allergies trainee course and the instructions on how to use the EpiPen during the standard first aid certification.

If a child had an anaphylactic allergic reaction, the employee working at the time of the incident must inform the Daycare Services administration and complete the serious occurrence incident on the Ministry's site. The parent will receive a copy of the incident and a replica will be archived in the child file.

Appendix E - Administration of drugs and medication Policy - GAR2017

1.0 Policy Statement

To establish the Administration of drugs and medication Policy required By Law in the *Childcare and Early Years Act 2014*, by the Ministry of Education.

2.0 Objective

In the Sub-Section 4.11 – Administration of Drugs and Medication of the *Childcare and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to establish guidelines for daycare employees working with children.

3.0 Definitions

“Administration of drugs and medication”

Daycare Services employees guidelines to be followed at all times.

4.0 Scope

This policy will apply to all employees that are affected in the Daycare Services of the City of Clarence-Rockland.

5.0 Policy Procedure / Guidelines

The Municipal Daycare Services permits the administration of drugs and medication to children when prescribed by a doctor.

1. The parent/guardian must bring the medication to daycare and fill out a consent form, provided by the daycare, to clarify the dosage and frequency, to authorize the designated employee to administer the medication. (Appendix A)
2. The medication should be given directly to the responsible educator; the parent cannot leave medication in the child locker and/or leave it in the locker room, at no time, to prevent accidental ingestion by a child.
3. A note to administer a medication "if needed" on the medication form is not satisfactory. The parent/guardian must clearly identify the symptoms, behavior or the child's temperature in order to explain the precise moment where the medication should be administered to the child.
4. The medication to be administered to the child must be in the original container provided by the pharmacist or in its original packaging.

5. The container or packaging must have a label clearly identifying:
 - a. the name of the child
 - b. the name of the drug or medication
 - c. dosage
 - d. the date of purchase and expiration
 - e. the instructions for the storage of the medicinal product
 - f. the instructions for the administration of the drug or medication
6. An appointed employee will be solely responsible to administer the medication to the children. It will be her/his responsibility to check that the parent's written instructions match any instructions printed on the original container and that the medication is not expired.
7. If the appointed employee to administer the medication to the children is absent, another identified employee will be responsible for the administration of medication.
8. The appointed employee must complete the medication form by noting the dosage and time after each administration and write the information in the daily record.
9. If a dosage is omitted or given late, the designated employee must indicate the reason.
10. When the child has completed the medication treatment, permission forms and dosages are inserted in his/her folder and kept for the duration of his/her stay at the daycare.
11. When a child needs to take medication on a regular basis, we will ask the parent/guardian to fill out a new medication form when there is a change to the medication.
12. Drugs or medication is inaccessible to children and stored under key in the refrigerator or in a Cabinet, as indicated on the original container; with the exception of asthma and allergy emergency medication, which will be stored in a container that is inaccessible for children but not under lock and key since the time of administration of the drug is limited.
13. Exception: In accordance with section 4.10 of the Child Care and Early Years Act, 2014, and with the consent of the parent/guardian, Section 40(2) provides licensee discretion to permit a child to carry his or her own asthma medication or emergency allergy medication in a pouch, in accordance with the licensee's written procedures since the time to administer the medication is limited. The consent of the parent/guardian will be kept in the child's file at the daycare. No other medication may be carried by a child.
14. If a child administered himself his medication (for example, asthma puffer or adrenaline), the daycare shall keep a record (medication administration form) specifying the time at which the medication has been taken by the child. The responsible employee must also note this information in the daily record. The responsible employee shall meet the requirements of the policy of Administration of drugs and medication in effect when a child administered medication himself.

15. The requirements for the administration of drugs and medication apply to several categories of drugs and not only to prescribed drugs. All products that contain an identification of drug (DIN) number require a dosage and a written record. The requirements are a wide range of products, including vitamins, ointments, prescription drugs and over-the-counter medications. The DIN is located on the label of the drugs that have been evaluated and authorized for sale in Canada.
16. Exception: If a child is examined by the doctor and that it is confirmed that the child doesn't have a contagious disease, but that a painkiller would calm the pain (ex: otitis, pain caused by dentition), this medication will be given if the parent give us the physician note clearly identifying the symptoms, behavior or the child's temperature in order to explain the precise moment where the medication should be administered to the child.
 - a. Benadryl or other medication to ease allergies will be administered under the same conditions as the painkiller.

The parent must bring the medication to the daycare, identified with the name of the child on the original container. According to the need, we agree to give the child a homeopathic medicine. It is understood that parent/guardian must bring the original container to the daycare and the administration of medication form must be completed.

Technique to administer drugs and medication

Whenever possible, without harming the medication dosage, we should encourage parents to administer medicines to their children at home.

For the medication to be given to the child at the daycare, a clear schedule must be established, and if possible, coordinate the administration of the medication to the children of a same group at the same time.

1. It is preferable to administer the medication outside of the play area, in a quiet, well-lit area to have the least disruption possible.
2. The employee designated to administer medications must follow the following steps:
 - a. Wash your hands
 - b. Avoid taking the tablet in your hands; instead, put it from the lid into a container suitable for the child
 - c. Administer the liquid medication in a spoon or suitable container
 - d. Use a new container or a new spoon for each medication administration
 - e. Complete the dosage form by writing the dose and time after each administration
 - f. Register each administration of medication in the daily record

3. Due to their frequent, even daily, long-term use, sunscreens, diaper rash creams, balms and hand sanitizers can be subject to general authorization of a parent during the registration of the child to the daycare centre. These products can be applied without having employees to fill a medication form if they are not prescribed or used as emergency treatment (symptomatic), whether they have a drug identification number.
4. Staff must indicate on the form designed for this purpose the following information, to ensure that the product has not expired:
 - a. The name of the product
 - b. The reason for its use
 - c. The date that the parent provided the product to the daycare
 - d. The expiry date of the product
5. Staff must give parents unused medication in their original container.
6. Any accidental medication administration (e.g., if a medication is given to the wrong child or a dosage error happens) should be noted and reported to the supervisor, who will inform the parents of the child. If the accidental medication administration triggers an adverse reaction to the child, staff should contact the regional medical emergency services (911).

Appendix F - Policy for Supervision During the Rest - GAR2017-06

1.0 Policy Statement

Establish a rest policy and supervision during the rest.

2.0 Purpose / Objective

In the Sub-Section 4.13 – Sleep policies and supervision of the *Childcare and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to regulate children's rest period during the day.

3.0 Definitions

The Childcare and Early Years Act, 2014, Sub-Section 4.13, expect that the Daycare Services has a sleep policy and supervision of the toddler and preschool groups during nap time.

4.0 Scope

This policy will apply to all the children attending the Daycare Services.

5.0 Policy Procedure / Guidelines

- a) Each child in a licensed toddler or preschool group who receives childcare for six hours or more in a day has a rest period not exceeding two hours in length.
- b) The child is permitted to sleep, rest or engage in quiet activities based on the child's needs.
- c) The daycare staff must make direct visual inspection of the children every 60 minutes when they sleep by being physically present with them and monitoring the distress and unusual behavior.

Following visual inspection every 60 minutes, the employee must complete the form designed for visual inspections to record the information of children who do not sleep or have unusual signs or behaviors, as well as actions taken by the employee.

- d) Staff must ensure that there is adequate lighting in the rest area to make direct visual inspections. When the lighting is not enough, the employee will use a flashlight.
- e) In addition to a direct visual supervision with children during the rest period, staff will regularly circulate in the rest area to ensure that children are always in their cot or individual mattress and that each child is doing well.
- f) Children must all have a cot that will be identified with their name.
- g) Parents will be informed of the policies and procedures and consulted about the arrangements surrounding the sleep of children at time of registration and any other relevant time, such as during transitions from one program or group to another, or at the request of the parent.

- h) Any significant change observed in the sleep patterns of a child or in his behavior during sleep should be communicated to parents and lead to adjustments in the way the child is monitored during sleep.

The responsible employee of the nap will make the visual inspection as planned in the item (c).

Appendix G - Supervision of volunteers and students Policy - GAR2011-10

1.0 Purpose

Policy of supervision for the volunteers and students of the Daycare Services.

2.0 Policy

The Daycare Services agree that volunteers and students be assigned to licensed childcare in the City of Clarence-Rockland. To ensure the safety of children in our care, supervision and the proper conduct of the program, the following policy will be applied to all the volunteers and students in our daycares.

- Prior to being in contact with the children, the volunteer or student must submit a Curriculum Vitae and criminal background check for the vulnerable sector, dated three months or less to the Administration of the Daycare Services of the City of Clarence-Rockland, unless the volunteer or student is under the age of 18. The criminal reference check for the vulnerable sector policy will apply.
- Prior to being in contact with the children, the crew leader/supervisor of the daycare, will review the following documents with the volunteer or student and we will ask them to sign and date these policies: o policies and procedures established by the Daycare Services concerning the daycares.
- Individual plans for each concerned child.
- The crew leader/supervisor of the daycare will make a tour of the daycare with the volunteer or student so that he gets to know the location, the emergency exits, the evacuation plans, the emergency kits and will explain the various aspects and the activity centers of the daycare. The first presentation allows the crew leader/supervisor of the daycare to get to know the student or volunteer and to make a first contact with staff and children who are on site.
- The volunteer or the student can inform the crew leader/supervisor of the daycare when an incident or concern at daycare concerning Health and Safety in the workplace.
- The student will then be assigned to an Early Childhood Educator, to be able to properly manage and supervise at all times the student during her shift.
- The volunteer will then be assigned to a full-time employee, to be able to properly manage and supervise at all times the volunteer during her shift.
- Whenever possible, the volunteer or student will do the same shifts as the Early Childhood Educator/educator in training. When it's impossible to follow the schedule of the assigned educator/educator in training, another educator/educator in training who will act as the mentor will supervise the volunteer or student.

- It is understood that all salaried employees of the daycare can make observations of the volunteer or student to the assigned educator.
- At no time will the volunteer or student be authorized to be left by herself with a child or children.
- At no time will the volunteer or student count in the adult-child ratio.
- The only responsible people who can count in the ratio adult-child are the following salaried employees: the Early Childhood Educators/ educator in training and part-time employees.
- The Early Childhood Educator/ educator in training, responsible of the volunteer or student, will guide them with their daily tasks. She will assist the Early Childhood Educator in the various activities presented to children during the day.
- The Early childhood educator/ educator in training will be the model that the volunteer or student will observe and follow. It is therefore important for the Early Childhood Educator/ educator in training to guide the volunteer or student during the transitions and daily activities.
- The volunteer or student will contribute to the smooth operation of the program by taking part in the play with the children, by helping in the various activity centers and by observing the intervention and interaction of the Early Childhood Educator/ educator in training to be able to intervene at the right moments.
- To ensure effective supervision of volunteer or student, the Early Childhood Educator/ educator in training assigned to a student can use the observation form provided by the teacher. The Daycare Services is responsible to provide the Early Childhood Educator/ educator in training, assigned to a volunteer or student, a specific observation and supervision form for a volunteer or student, to ensure the uniformity of the expectations, roles and responsibilities of the Early Childhood Educator/ educator in training and the volunteer or student.

3.0 General Procedures

The Daycare Services will include the supervision of the volunteers and students' policy in the municipal policy document that the employees, students and volunteer workers must read and sign before being in contact with the children.

This policy will be read and signed once a year and/or when the policy has been modified by all the employees, students and volunteers of the Daycare Services.

The Daycare Services will include the supervision of the volunteers and student's policy in the child admission form and the parents will have to sign the document to confirm that they understand this policy. The signed document will be archived in the child's file.

Appendix H - Clients Communication Policy - GAR2017-01

1.0 Policy Statement

Establish a client's issues and concerns policy and procedures.

2.0 Purpose / Objective

Set up clear and transparent guidelines which the clients and the daycare administration will have to follow.

3.0 Definitions

The Childcare and Early Years Act, 2014, Sub-Section 6.2, requires that the Daycare Services provides a transparent process policy to answer client's issues and concerns.

4.0 Scope

This policy will apply to all clients and employees of the Daycare Services.

5.0 Policy Procedure / Guidelines

The Clarence-Rockland Daycare Services promotes a positive, healthy and active interaction communication between the children, the daycare staff and clients.

The commitment, shared information and communication with the parents/ guardians will be positive and will be used as guidance in the preparation of the program for the global development of the children and their experience at the daycare, as supported in the program statement.

Communication

All issues and concerns raised by parents/guardians are taken seriously. It is desirable that parent/guardian take a time of reflection to analyze the scale of a circumstance when an incident happens.

The parent/guardian cannot discuss issues with an employee while that employee is responsible of the supervision of the children.

The daycare employee that receives a parent/guardian complaint will write the big lines of the discussion in the daily register and will share the details with the Crew Leader/Supervisor within the next 24 hours.

The Crew Leader/Supervisor is responsible to communicate with the concerned client, accordingly to the time schedule of Section « Follow up ». An appointment or a conference call will be scheduled, according to the availability of the parent/guardian and the employee of the child's group age, when necessary.

The Crew Leader/Supervisor of the daycare will ask the parent to make a letter or an email to explain in writing their questions, comments and issues when it is possible.

The Crew Leader/Supervisor of the daycare will discuss and evaluate the questions, comments and issues submitted by the parent/guardian in a fair, impartial and respectful manner to parties involved, with the responsible employee of the concerned child group and when necessary, the Administration of the Service.

The Crew Leader/Supervisor of the daycare will send a report of the parent/guardian complaints and concerns to the Daycare Services Administration within 48 hours following a discussion with a client.

Follow up

The parent/guardian will receive a reception confirmation of his questions, comments and issues within two (2) working days, following the request. The parent/guardian will be informed throughout the steps process and the resolutions when applicable.

Following a parent/guardian meeting, the Crew Leader/Supervisor of the daycare will write a report or an email that will be handed to the parent/guardian within five (5) working days.

The parent/guardian that is not satisfied with the Crew Leader/Supervisor's response and/or follow up can contact the Daycare Services Administration to discuss the situation furthermore by scheduling a meeting or a telephone call or an email. The Daycare Services Administration will send the parent/guardian a reception confirmation within two (2) working days, following the request. Also, the parent/guardian will receive a report or email within five (5) working days following a discussion, to close the request file.

When an investigation is required, the Crew Leader/Supervisor of the daycare will give a written report to the concerned parent/guardian and the management of the Daycare Services within five (5) working days, once the investigation is over, to address and resolve issues and concerns to the satisfaction of all parties involved.

Confidentiality

It is understood that every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children and the daycare staff, except when information must be disclosed for legal reasons (example but not limited to the Ministry of Education, the College of Early Childhood Educators, the Children's Aid Society)

Conduct

Our Service maintains high standards of positive and respectful interaction and communication to be a role-model for the children. Any forms of disrespect, harassment and discrimination will not be tolerated from the parent/guardian or a staff member in the presence of a child, a group of children or an adult and/or in any given situation or environment.

If a parent/guardian or a staff member feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Daycare Services Administration.

Once a report is received, an investigation that will involve discussion with the employee, the parent and the administration of the Service will begin; appropriate measures will be developed to eliminate this kind of interaction between individuals.

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 by directly contacting the local Children's Aid Society.

As well, persons who become aware of such concerns are also responsible for reporting this information by directly contacting the local Children's Aid Society, as per the « Duty to Report » requirement under the Child and Family Services Act.

For more information, consult: <http://www.children.gov.on.ca>

Appendix I - Childcare Centre Safe Arrival and Dismissal Policy and Procedures

Name of Childcare Centre: Clarence-Rockland Daycare Services

Date Policy and Procedures Established: January 1, 2024

Date Policy and Procedures Updated: December 18, 2023

Purpose

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

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

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

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

Policy

General

Each daycare of the City of Clarence-Rockland will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.

Each daycare of the City of Clarence-Rockland will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

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

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on [the emergency contact on the Digibot portal, or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the Digibotgo platform to confirm that the child is present or absent at daycare.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff must:
 - a. inform the responsible daycare employee and start contacting the child's parent/guardian no later than: – toddler and preschool group at 9:30 a.m. – School age children, within 15 minutes after the children departure for school Staff shall [call, leave a voicemail and send a message on the chat Digibotgo platform to parents/guardians and emergency contacts when the parent has not been reached.
 - b. If no parent or emergency contact can be reached, the responsible employee will contact the supervisor or manager of the Daycare Services to confirm next steps.
2. Once the child's absence has been confirmed, program staff shall document the child's absence in the Digibotgo platform and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual).
 - Ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up [by 5:30 p.m., the group responsible staff shall contact the parent/guardian by calling them and send a chat message on the Digibotgo platform and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must [call the emergency contacts on the child's file. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall communicate with the supervisor or manager of the Daycare Services to confirm the next steps.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 p.m..
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall [contact the parent/guardian first and send them a chat message on the Digibotgo platform and then proceed to contact the authorized individual responsible for pick-up.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call all emergency contacts on the child's file to talk to someone.
4. When no contact was reached, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 p.m. The employee will contact the supervisor and/or manager to confirm next steps. The supervisor and/or manager will determine the next steps to follow, depending on the situation. In some cases, these next steps may include contacting one or more external agencies such as the local children's aid (Valoris) for advice. 1-800-675-6168/613-673-5148 The supervisor and/or manager will need to follow the CAS's guidance regarding next steps.

Dismissing a child from care without supervision procedures

Option 1: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

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

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

[insert additional definitions]

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the childcare centre or home childcare premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home childcare premises, or
 - (ii) a child is not picked up as expected from the centre or home childcare premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Childcare and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home childcare.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such

legislation based on the facts as they may find them at the time of any inspection or investigation.

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