



Serendipity

— Childcare Centre —



NURTURING YOUNG MINDS, INSPIRING BRIGHT FUTURES



PARENT HANDBOOK



519-970-9708

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Program Statement

Serendipity is the knack of making wonderful discoveries when not in search of them. Such special moments are the very essence of learning.

The Minister's Policy Statement on Programming and Pedagogy made under the Child Care and Early Years Act, 2014 states that Subsection 55 (3) of the Child Care and Early Years Act, 2014 (CCEYA) authorizes the Ministry of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs and services in developing their programs and services. This policy statement is made under such authority and names "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)" as the document to be used for the purpose of guiding licensed child care programs under subsection 55 (3) of the CCEYA. This policy statement, together with the regulations that guide program development, pedagogy and practice in licensed child care settings, is intended to strengthen the equality of programs and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health and well-being. The regulations made under the CCEYA also provide for the use of How Does Learning Happen? by licensed child care programs. Section 46 of O. Reg 137/2015 (General) requires that, "Every Licensee shall have a program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act and shall review the program statement at least annually for this purpose." Subsections 46

(2) and (3) of the Regulation address the content of the licensee's program statement. This policy statement shall be in effect until the day that is rescinded or replaced.

Our program at Serendipity Childcare Centre is a reflection of our philosophy and belief that children best learn and grow by being actively involved in their environment. We know how important the early years are in forming a solid foundation for a child's entire life. It is important to us to provide the best possible environment to assist the child to develop to their fullest potential, in their own way. Our philosophy supports a High Scope approach. This approach supports children at their current developmental level and helps them to build upon it. This occurs in a social setting where children have opportunities to choose material, ideas, and people to interact within the projects they initiate. High Scope is based on three fundamental principles:

1. Active participation of children choosing, organizing, and evaluating learning activities which are undertaken with careful educator observation and guidance in a learning environment.
2. Regular daily planning by the educators in accordance with a developmentally based curriculum, model, and careful child observations.
3. Developmentally sequenced goals and materials for children.

Healthy child development today and a strong future tomorrow!

How does Learning Happen?, Ontario's Pedagogy for the Early Years defines learning through relationships for those working with young children and families. How Does Learning Happen? supports pedagogy and curriculum/program development in early years' programs. Pedagogy is "the understanding of how learning takes place and the philosophy and practice that support the understanding of learning". Curriculum (the content of learning) and pedagogy (how learning happens) in early years settings are shaped by views about children, the role of the educators and families, and relationships among them. The pedagogical document, How Does Learning Happen? helps educators focus on these interrelationships in the context of early years environments. It is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. These "4 foundations," or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. At Serendipity, we will use these foundations to make the highest quality program for every child.

A-Our intent is to promote the health, safety, nutrition and well-being of every child at our centre. Our educators will provide healthy meals and snacks that will change with the season and will be posted for all parents to see. We will send

home a copy of our menu at the request of parents. We will establish positive eating environments that are responsive to children's cues of hunger and fullness. Children will have water and snacks available to them at all times. We will allow opportunities and time to practice self-help and self-care skills based on each child's capabilities throughout daily routines and activities (ex: pouring their own milk, zipping up their own coats.) We will guarantee a safe environment for each child by conducting daily, weekly, and seasonal inspections of our outdoor areas, regular fire inspections, and health inspections. Our classrooms will follow specific cleaning instructions that will include daily disinfecting of toys, washrooms, and all play areas. Our educators will make every child and their families feel welcome by greeting them every day and by on-going open communication with parents.

B-All children in our care will experience positive and responsive interactions between all educators, students, and volunteers working at our centre. Early brain development is stimulated through experiences and interactions with responsive adults. As a community of learners at Serendipity Childcare Centre we have made a commitment to put respect at the heart of everything we do. Respect for the child, respect for the family, and respect for the educator builds strong, positive, authentic relationships. We will recognize each child as a citizen with equal rights to live and learn in society and will build programs based on diversity, equity, and inclusion. Our educators will ensure, through careful observations and planning, that every child will have a sense of belonging where he or she is connected to others and to their world. Our children will feel included and safe in their relationships with our educators. We will do this by supporting smooth transitions between the home and the child care centre, being attuned to every child's physical and emotional state and we will respond in a warm and sensitive manner. We will connect with each child and recognize and value his or her unique spirit, individuality, and presence. Educators at Serendipity will use a range of materials and plan activities for children of all age groups. Our educators will be conducting daily observations of children upon arrival and throughout the day and they will log these observations in log books. These logs will be used to plan programs that meet the interests of the children in each room.

C- At Serendipity we will provide opportunities to explore materials that support creativity, problem solving, and self-help skills. We will strive to ensure that every child develops a sense of self, health, and well-being and we will encourage children to interact and communicate in a positive way. Children can establish this by being aware of and able to make healthy choices to meet their basic needs. We will encourage the children to choose fruits and vegetables every day and our educators will role-model healthy eating at meal times. Children will be given opportunities and time to practice self-help and self-care skills based on each child's capabilities throughout our daily routines and activities. This will include opportunities to pour their own milk and serve their own snacks. We will also encourage children to help each other with tasks that peers may not have developed yet. Children will be given daily opportunities to be physically active and explore the world around them with their bodies, minds, and senses by having at least 2 hours per day outside (weather permitting), by including daily exercise in all rooms, and by bringing "the outside world in". Our educators will use a warm and positive approach to support children's developing ability to express emotions. Children will be given opportunities to problem solve with their peers because our educators will know when to stand back and observe and when to enter children's play to stimulate thinking by using the "OWL" approach (observe, wait, listen.)

D-Children make sense of the world through play. As children explore and experiment with materials and interact with one another through play they establish skills in problem-solving, social competence, self-regulation, and communication. At Serendipity we will provide the materials, tools, activities, and support to encourage this play. We will focus on classroom arrangement that invites children to engage in personal, meaningful, educational, experiences. In addition, the classroom will contain three or more interest areas that encourage choice. The classroom organization of materials and equipment supports the daily routine-children will know where to find materials and what materials they can use. This encourages development of self-direction and independence. The educator will select the activities and materials to use in the classroom based on several considerations:

1. Interests of the children
2. Opportunities for facilitating active involvement in seriation, numbers, time relations, classification, and language development

3. Opportunities for reinforcing needed skills and concepts and functional use of those skills and concepts.

Children's learning builds on their existing understanding of ideas and concepts. Their natural curiosity inspires them to solve problems and overcome challenges. At Serendipity we will hire only responsive educators that will have a clear understanding of our program statement and will be educated on how to implement it. Our Educators will have adequate time to set up programs and observe children daily. We will have a log in each room that will contain information on every child. Educators will observe and record likes/dislikes, changes in a child's family life, information gathered from conversations with the child or parent, any struggles a child may be having and what works to resolve these situations. These logs will be available for all educators in the centre to observe including supply staff.

E-We believe a planned program supports early learning. Our program will provide child-initiated and adult-supported experiences in every room. Observation is a key responsibility of our educators. The purpose of observation is:

1. To gain insight into how children think, learn, and make sense of their world.
2. To gather information to create programs that build on children's natural curiosity, ideas, abilities, and life experiences.
3. To provide opportunities for discussion among early childhood educators, children, and families.

Through observation our educators will set specific goals to benefit all children's enjoyment, learning, development, and full participation. Our educators will program curriculum including small and large groups, sensory activities, gross and fine motor activities, outdoor learning, and literacy activities based on the children's interests that was obtained from these observations. This curriculum will be planned to support children's development and learning. Our schedule will allow time for open-ended opportunities and flexibility for children to make choices.

F-At Serendipity we will plan for and create a positive learning environment in which each child's learning and development will be supported. We will gather information in ways that are natural and comfortable for children by developing positive relationships with each individual child and their families. Our educators will be required to review learning material annually on "How Does Learning Happen? Ontario's Pedagogy for the Early Years" and to attend professional development workshops offered through the City of Windsor at least twice per year. We will organize our program around the four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. Information on children's interests and progress will be gathered in the course of everyday classroom activities. The results will be immediately put to work to strengthen the classroom program. In our program we will create "Learning Stories" that are developed from Tom Drummond. A Learning Story is first and foremost a story. The storyteller shares a tale of emergence, speaking to the child, to the child's family, to guest, and to ourselves as observers and educators. These "Learning Stories" will be displayed at least once per month in every classroom for all parents to observe. We will identify areas for change by communicating with families at pick up/drop off times, through e-mail, and by conducting surveys with our families.

G-Our program will incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and will give consideration to the individual needs of the children receiving care. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Our program will include outdoor learning time with a minimum of 2 hours per day (weather permitting.) This outdoor time will allow opportunity for children to be active. We will also include nature walks that will allow children opportunity to explore the world around them. Outdoor time allows for individual activities such as climbing, bike riding, and ball throwing as well as group activities such as parachute games, organized games with balls, or water activities. We will provide activities indoors that allow for bringing activities from our outside world in. This will include planting, trees set up in our classrooms, and sensory activities from our outdoor world (sand, water, etc.) We will design areas for quiet times that are attuned to children's need for a calm, focused state. This will include reading areas with pillows, quiet table activities, and calming music. Our children will have a scheduled rest time after lunch that allows for sleeping (a maximum of two hours per day) and a quiet area for children that no longer require sleep to do quiet activities. Our infant room will have a separate sleep room that will allow infants to sleep whenever they require it.

H-Partnerships with families and communities help early childhood settings to best meet the needs of young children. Families know their children best, and are the first and most powerful influence on learning and development. We believe that involving parents and other important adults in activities connects them to their children's early development, and enhances the child's learning. At Serendipity we will develop a relationship between educators, supervisors and parents of every child in our care. We will communicate with parents at drop off and pick up times, and log any concerns, questions, and negative or positive feedback from these communications in our log books. We will use the HiMama program in our infant and toddler rooms to communicate information of each child's day, progress, and any concerns. We have an open door policy that allows parents to drop in at any time to check on their child, to discuss any concerns, or to give input on our program. Educators will arrange the physical environment so that family members are comfortable and "at home" (e.g. display photos of family members, provide books and materials representing children's culture and first language.) Educators will initiate conversations with family members about their children's learning and emerging skills, both at home and in the program. They will share information about children's experiences and learning and encourage parents to contribute to these experiences. Families will be encouraged to give suggestions and become involved in program planning through surveys that will be available at all times. We have an open-door policy that allows parents to stop in at any time to observe what their child is doing. We encourage parents to call as often as they like to check in and speak with the educators or the supervisors throughout the day. Parents will be required to fill out information sheets on their child's personality, likes/dislikes, etc. before their child begins.

I-Children in early childhood settings benefit when they interact with local environments and community members are part of their daily experiences. Our centre believes that our community involvement is important in supporting our children, their families, and our educators. We will plan our program to involve this community support by having weekly music lessons, field trips to our local library, fire station, and police station. We will invite community groups into our centre such as Mad Science and Community Helpers to educate and support children's learning. We will connect families with each other and with community partners to help create supportive social networks. Our supervisors will meet with other centres and attend network meetings to gather information on other programs in our community. We will encourage placements from students from St. Clair College into our program as it adds new ideas and activities for our children during these times. It also provides opportunities for new educators to become part of our program. We will invite other programs into our centre such as Children's First as required to assist with any individual needs of a child and we will support their suggestions into our program.

J-Knowledgeable, responsive, and reflective educators are essential to our program. We will provide opportunity for professional development for every educator in our centre. We will require that every educator commits to a minimum of two professional development workshops per year. Supervisors will be observing on a daily basis and encourage educators to follow the four Foundations for Learning set out in "How Does Learning Happen, Ontario's Pedagogy for the Early Years." These observations will be communicated through logs, meetings, and role-modeling for every educator. Together we will commit to support each other in child development and programming at our centre.

K-Our goal at Serendipity is that all educators, program staff, and parents/guardians will have a strong understanding of our Program Statement's goals and approaches. We will ensure this by e-mailing every parent enrolled in our program a copy of our Parent Handbook which includes our program statement. We will ask parents to participate in surveys to help us gather information to ensure that all of these goals are being implemented.

We will connect with our educators through staff meetings and staff evaluations. We will provide staff with surveys to gather information on their concerns, suggestions, and personal needs to ensure a positive working relationship between educators and supervisors. We will plan activities for educators to provide opportunities for them to develop positive relationships with their co-workers on a regular basis outside of working hours.

Our Supervisors will connect with our Ministry of Education's Program Advisor to discuss any questions and to receive advice about our program as required.

PARENTAL INVOLVEMENT

Parents are encouraged to spend time with their children at Serendipity Childcare Centre. We encourage parents to offer any suggestions or comments about the program. Please feel free to telephone the centre at any time to check on your child. We invite parents to participate in any field trips that may be planned and any other special days that occur in your child's room. We are proud to offer an open-door policy that allows you to stop in at any time without notice to observe your child. Our e-mail address is serendipitychildcare7@gmail.com. Please feel free to e-mail us with any questions/concerns regarding your child's care.

AGE GROUPS AND RATIOS

Infants	Toddlers	Preschoolers
Ages: Newborn to 18 months	Ages: 18 months to 2.5 years	Ages: 2.5 to 6 years
Spaces Available: 6	Spaces Available: 20	Spaces Available: 62
Staff to Child Ratio: 1:3	Staff to Child Ratio: 1:5	Staff to Child Ratio: 1:8
Room Capacity: 6	Room Capacity: 10 and 10	Room Capacity: 16, 22, 24

PROHIBITED PRACTICES

We do not permit, with respect to every child receiving child care at Serendipity Childcare Centre the following:

- (a) Corporal punishment of the child;
 - (b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
 - (c) Locking the exists of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without the adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
 - (d) 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;
 - (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
 - (f) Inflicting any bodily harm on children including making children eat or drink against their will.
- (2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a

home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.

OPERATING POLICIES

PAYMENT

All payments must be made in advance on the first day of each month and if the childcare payments are not paid in full by the third day of each month your child's daycare spot will be terminated on the fourth day of the month. There will be absolutely no exceptions or allowances given to these policies. **You are required to pay for all scheduled days including any absent days and all statutory holidays if they fall on your scheduled days. If a refund or credit due to overpayment is required, we will apply the credit amount to the next month invoice.**

Serendipity Childcare Centre is participating in the **Canada Wide Early Learning and Childcare Program**. Therefore, beginning April 1st, 2022 childcare base fees will be reduced by 25% and beginning Jan. 1st 2023 reduced by a total of 52.75% for all children in our program. Base fees include tuition payment, all snacks and lunch, milk, and all daily activities. There are other fees associated with childcare that are optional, otherwise known as "non base fees." These include birthday treats, fieldtrips, special activity fees etc.

Rates:	<u>Full Day (10 hours)</u>	<u>Half Day (up to 5 hours)</u>
Infant	\$22/day	
Toddler	\$20.79/day	\$14.65/day
Preschool	\$19.37/day	\$13.70/day

INCOME TAX RECEIPTS

An official tax receipt, for income tax purposes, will be issued by the **end of February** for the preceding year.

OPEN/CLOSED

Serendipity offers services Monday - Friday from 6:30 a.m. to 6:00 p.m.

VACATION TIME

Your child will be allowed 2 weeks of vacation per year beginning on January 1st. Should you decide to decrease your child's schedule during a maternity leave or during the summer time, you will no longer be eligible to receive a two-week vacation period.

Admission Procedures

Once your child has been given a spot at Serendipity, we will contact you to arrange a visiting schedule. We suggest one visit for 30 minutes with parent, followed by one-two 30-minute visits without parent. You will receive a registration package at the initial visit that must be completed and returned before the second visit.

Discharge Procedures

If for any reason you no longer need childcare at our centre, we require two weeks written notice or payment in lieu of notice to be given for the two weeks.

CHANGE IN SCHEDULE

If you anticipate a change to the schedule that has been originally agreed upon, please note the following requirements:

1. If your child is going to be late or absent, please notify the staff by 9:00 a.m.
2. If you are in need of our services on a day that your child is not normally scheduled, you must call and make arrangements with your child's teacher and we will accommodate you if possible.
3. All children are to be escorted by their parent/guardian into the daycare centre and left in the care of a staff member.
4. Under no circumstances is a child to be brought to the childcare centre on an unscheduled day if previous arrangements have not been made with your child's teacher. We will be unable to accommodate this situation.

Safe Arrival and Dismissal Policy and Procedures

General

- Serendipity Childcare Centre Inc. will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization that the child care centre may release the child to.
- Serendipity Childcare Centre Inc. 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.

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 permission to release form located on the child's registration package and on the Emergency Contact card in the classroom] 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 classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or message on the Lillio app or advised the closing staff at pick-up), the staff in the classroom must:

- inform the supervisor and contact the child's parent/guardian no later than 10:00 A.M. Staff shall contact the child's parent/guardian through the Lillio app, email or phone to confirm the child's absence for the day.
If the staff are unable to reach the parent/guardian they will try again every half hour until a parent has been reached or ask the supervisor to contact again every half hour until reached.
- 2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record 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 child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, 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.
- 2.

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 the staff will contact the parent/guardian 30 minutes after the time indicated by email, Lillio, or phone[and advise that the child is still in care and has not been picked up.
 - Where staff is unable to reach the parent/guardian, staff must [contact again and leave a message for the parent/guardian]. 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 [contact emergency contact, and then wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed").]

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 by a certain time and has not arrived by 5:30 p.m. staff shall give the child a snack and await their pickup.
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 then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
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 contact other authorized individuals listed on the child's file.

4. Where the staff is unable 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 staff shall proceed with contacting the local Children's Aid Society (CAS) 519- 252-1171]. Staff shall follow the CAS's direction with respect to next steps.

BIRTHDAYS

We celebrate birthdays at lunch time or snack time. If you would like to send a special snack on that day, we would be glad to serve it. Please keep in mind that Serendipity is a nut-free facility.

SUBSIDIZED CARE

If assistance is required with childcare fees, you must make arrangements through the City of Windsor site OneHSN Windsor.

OPEN/CLOSED

We will be **closed** on the following days. If the day falls on the weekend, an alternate date will be recognized in lieu of. Actual dates will be posted in advance. If your child would normally be scheduled to attend the day that the holiday falls on then you would still be required to pay for that day even though we are closed. This includes for the week in between Christmas and New Year's Day.

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

***We will be closed for the week in between Christmas and New Year's Day.**

We will be closed for inclement weather when the schools are also closed. If the buses are running but the schools are open, we will also be open. Tune into AM800 for details.

LATE PICK-UP FEES

There will be overtime charges issued to parents whose children stay beyond the official closing time. Fees PER CHILD are as follows:

\$5.00 for first 15 minutes

\$10.00 for first 30 minutes

\$20.00 for first 45 minutes

\$40.00 for first 60 minutes

Please note that these fees are doubled for second time overcharges. You will receive a late fee charge in writing from the Manager of the centre. This amount is to be paid in cash to the Manager. Excessive lateness will result in childcare being terminated.

WITHDRAWAL/CHANGE IN ATTENDANCE POLICY

The Manager of Serendipity must be notified in writing a minimum of **one month** prior to the withdrawal of a child or in the event of a change in schedule. If proper notice is not given, one month's payment is required in lieu of notice.

HEALTH AND SAFETY OF YOUR CHILD

OUTDOOR PLAY

With the exception of inclement weather, The Childcare Licensing Act requires that every child be taken outside for 2 hours throughout the day. Exposure to the open air is a powerful remedy against long term or recurrent infections. Outdoor play is also a time when a child has the opportunity to develop and improve his/her gross motor skills. All children are expected to participate in the entire program. There are no teachers available to supervise any child indoors while his/her class is participating in outdoor play.

Any activities off the premises will always maintain required ratios as per the Childcare Licensing Act.

NUTRITION

Serendipity provides a nutritious midday meal and morning and afternoon snacks. The menus are posted in each classroom and are based on Canada's Food Guide. All meals are prepared at the daycare by a cook. Parents of children in the Infant Room who are on individual schedules provided by the parent's written instructions, are expected to provide food and formula for the child. Once the child is using a cup, the Centre will provide whole or 2% milk. When the child is capable of eating foods that are on the menu, food will be provided. Serendipity Childcare Centre is a Nut-Free environment, please do not bring any food that may contain nuts into our centre.

SICKNESS

For the protection and comfort of the sick child, and for the preventative care of the other children, if your child exhibits any of the following signs/symptoms he/she may not attend daycare:

1. Profuse, thick, nasal discharge, accompanied by other symptoms
2. Redness in and /or discharge from one or both eyes or ears
3. A fever over 101 F (37 C), accompanied by other symptoms
4. Vomiting
5. Any type of rash
6. Loose, watery or frequent stools

If any of these symptoms are discovered at daycare, the child will be isolated (with staff supervision) until you pick up your child. We must have a note from your doctor stating that your child is not contagious before he/she returns. At times, this note may be required to state a diagnosis. Please notify the school if your child does have a communicable disease. All absent days must be paid for including sick days unless your child is hospitalized; then we will waive payment during the hospital stay only.

Administration of Drugs and Medication

Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.

Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration.

The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.

Where a drug or medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration) the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given including observable symptoms. Examples may include:

- ‘When the child has a persistent cough and/or difficulty breathing’; and
- ‘When red hives appear on the skin’, etc.

Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre’s Authorization for Medication Administration.

Authorization for Medical Administration Forms will be reviewed with parents monthly to ensure the dosage continues to be accurate (e.g. based on the child’s age or weight).

Lotion, lip balm, bug spray, hand sanitizer and diaper cream that are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products must also have a medical administration form filled out prior to administration.

All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

All drug or medication containers must be clearly labelled with:

The child’s full name;

The name of the drug or medication;

The dosage of the drug or medication;

Instructions for storage;

Instructions for administration;

The date of purchase of the medication for prescription medications; and

The expiry date of the medication, if applicable.

The information provided on the written parental authorization must match with all the requirements listed above.

Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor’s note and is clearly labeled with the child’s name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.

Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

Drug and Medication Handling and Storage:

All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.

Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).

In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.

Emergency medications will be brought on all field trips, evacuations and off-site activities.

Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.

All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.

Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.

Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.

Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication may be returned to a pharmacist for proper disposal.

Drug and Medication Administration:

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.

Designated person(s) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g. daily written record).

A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.

A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.).

To support the prompt administration of emergency medication:

Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and

Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized plan, where applicable.

Drugs or medications that are expired (including epinephrine) will not be administered at any time.

Confidentiality

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

Injuries

We provide a safe environment for the children in the program. We are aware that accidents are bound to happen from time to time.

It is common for children to get bumps, scrapes, and other minor injuries during the course of the day. Sometimes children continue playing without realizing they are injured. Please realize that staff may be unaware of injuries if the child does not react.

Parents will be notified of minor injuries that reach the staff's attention when the child is taken home. An Accident Report (ouchie) will be shown to the parents to sign and will be kept in the child's personal file.

All paid employees of Serendipity Childcare are trained in standard first-aid and infant/child CPR and are fully aware of where the first aid kits and manuals are located.

Activities off the premises

All parents will be required to sign a permission to walk consent when enrolling your child. In the event that our playground is too wet to play outside we will be taking the children on walks around our community. Infants will be in strollers, toddlers and preschool children will be holding the daycare rope for walks. We will occasionally take the children on field trips to different events in our community. A permission form will be provided with information on time, date, transportation, and address of the event prior to attending.

Policy for Students and Volunteers

Serendipity will be used in conjunction with High Schools, Community Colleges, and Universities as a training and observation site for students. This is of great benefit to our staff, families, and children as they bring in fresh, new ideas. All student placements and names will be posted for your information

Supervision of Volunteers and Students

1. No child is supervised by a person under 18 years of age.
2. Only employees will have direct unsupervised access to children.
3. Volunteers and students may not be counted in the staffing ratios.
4. Employees will act as role models to the volunteers and students and answer any questions.
5. Volunteers and students will model the exceptional behavior of the staff.
6. Operators will be available to answer any questions or concerns that may arise by a student or volunteer.

7. Volunteers and students will **NEVER** be left alone with children.

Students Responsibilities

All volunteers and students must have a Vulnerable Sector Check that follows our policy

All volunteers and students must read and sign all areas of the Policy & Procedures binder before starting in the rooms with the children.

All volunteers and students must review and sign all Individual Plans and Anaphylactic Plans for each child.

All volunteers and students will be assigned to an educator for direction and review of responsibilities throughout the day.

Volunteers and Students will NEVER be left alone with children.

Waitlist

Serendipity Childcare Centre will use the Municipal Waitlist program for all ages. To access the waitlist, create an account and log on to OneHSN Windsor. If you would like to access where you are on the waitlist, you can call or email the childcare and we will inform you at that time. We have a strict confidentiality policy that will keep your information private. All staff, students and volunteers review this policy annually. No fee will be charged to be on the waitlist.

When a spot becomes available, it will be given to children based on application date, start date and enrollment days. We will give priority to siblings of children that already attend Serendipity.

There will be no fees charged to be on the waitlist.

Parent's Issues and Concerns

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Supervisor.

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

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

Contacts:

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

Penny Willis or Luann Pye – (519) 970-9708 or serendipitychildcare7@gmail.com

Emergency Management

Staff at Serendipity Childcare Centre will comply with our Emergency Management Policy and follow the procedures outlined in the event that an Emergency situation may occur. Emergency contact files will be brought with educators during evacuations. Parents will be contacted by cell phone by the supervisor when an Emergency situation/evacuation has occurred.

Children with Allergies

Some of the children at Serendipity have been diagnosed with severe allergies that can be life threatening. We ask that parents respect other families and not send in snacks or drinks that may cause a reaction to a child with these allergies. These foods include anything containing or may contain peanuts/tree nuts. In the event that your child comes to the centre with a product containing nuts they will not be permitted to eat this item and will be given an alternate snack from our kitchen.

*** Food from home may be sent with your child if they have a food allergy/sensitivity. It must be labelled with the child's full name, in the original container (ex: yogurt must remain in the original container and not poured into a bowl/Tupperware) and cannot contain or may contain any nuts.**