



# A GUIDE TO THE HALTON REGIONAL CHILD CARE CENTRES



# Contents

<b>1. Program Statement</b>	<b>4</b>
<b>2. Who We Are</b>	<b>5</b>
<b>3. Staffing</b>	<b>6</b>
<b>4. Operating Hours and Closures</b>	<b>7</b>
4.1 Operating Hours	7
4.2 Inclement Weather and Emergency Closures	7
4.3 Professional Development Closures	7
<b>5. Child Care Fees and Payments</b>	<b>8</b>
<b>6. Child Care Fee Subsidy</b>	<b>8</b>
<b>7. High Quality Child Care</b>	<b>8</b>
<b>8. What We Do</b>	<b>9</b>
8.1 Play-based Program	9
8.2 Outdoor Play	10
8.3 Rest Time	11
8.4 Nutrition	11
<b>9. Learning about our Community</b>	<b>11</b>
<b>10. Applications and Admission</b>	<b>12</b>
10.1 How to Apply	12
10.2 When a Child Care Space Becomes Available	12
<b>11. Safe Arrival of Children</b>	<b>13</b>
<b>12. Pick Up Procedure</b>	<b>13</b>
<b>13. Late Pick Up</b>	<b>14</b>
<b>14. Child Care and Early Years Act (CCEYA) Requirements</b>	<b>14</b>
14.1 Duty to Report	14
14.2 Serious Occurrence Reporting	15
14.3 Prohibited Practices	15
<b>15. Parent Issues and Concerns</b>	<b>16</b>
<b>16. Allergies and Medical Conditions</b>	<b>16</b>
<b>17. Illness</b>	<b>16</b>

<b>18. Medication Administration .....</b>	<b>16</b>
<b>19. Photographs and Social Media .....</b>	<b>17</b>
<b>20. Smoke and Vape Free Environment .....</b>	<b>17</b>
<b>21. Parking .....</b>	<b>17</b>
<b>22. Gift Policy.....</b>	<b>18</b>
<b>Appendix A – Policies and Procedures .....</b>	<b>19</b>
Parent Issues and Concerns.....	19
Safe Arrival and Dismissal of Children.....	20
Regional Child Care Centre Wait List Policy.....	23



# 1. Program Statement

Our Regional Child Care Centres provides a high-quality inclusive environment respecting your child's culture, experiences, and abilities. Our educators build positive relationships with your child and family through authentic interactions. We view your child as curious, competent, rich in potential and capable of complex thinking.

Our high quality, play-based program follows [How Does Learning Happen?](#), Ontario's Pedagogy for the Early Years, and the Ministry of Education's Policy Statement on programming and pedagogy in the [Child Care and Early Years Act, 2014 \(CCEYA\)](#).

Our educators plan and implement a program that is based on the four foundations of learning as described in "How Does Learning Happen?": belonging, well-being, engagement, and expression.

- **Belonging** refers to a sense of connectedness to others and individual experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.
- **Well-being** refers to the importance of physical, mental health and wellness, including self-care, sense of self, and self-regulation skills.
- **Engagement** refers to a state where children are involved and focused.
- **Expression** refers to the way in which children communicate through their bodies, words, and use of materials. ([How Does Learning Happen? 2014](#)).

## Belonging

Our team of educators foster a sense of belonging by;

- Creating positive learning environments and planning experiences where your child's learning and development is supported,
- Creating a welcoming space that encourages you to share your home life,
- Recognizing your child's unique spirit, individuality, and presence, and
- Building positive relationships through daily interactions with your family.

## Well-being

Our team of educators foster a sense of well-being by:

- Developing programs that nurture healthy development,
- Creating spaces indoors and outdoors where your child can be active in play or quiet and reflective, respecting their individual need for rest and play,
- Creating a nutritious and diverse menu that recognizes your child's individual food preferences and/or allergies,
- Monitoring your child's health and well-being, maintaining open communication, and
- Collaborating with community partners and families to create goals that support your child's development and create an inclusive environment.

## Engagement

Our team of educators foster children's sense of engagement by:

- Encouraging your child's exploration, play and inquiry,
- Providing child initiated and adult supported experiences,
- Ensuring ongoing communication about your child and the program, and
- Implementing an inclusive learning environment that reflects and builds upon the interests of your child.

## Expression

Our team of educators foster children's sense of expression by:

- Providing play-based activities that follow your child's interests,
- Creating pedagogical documentation to bring your child's thinking and learning to life through written observation, photos, and examples of work,
- Encouraging your child to interact and communicate in a positive way with their peers by supporting their ability to self-regulate (understanding and managing their own behavior and reactions), and
- Offering a variety of materials and equipment so that all children can be included in play.

We encourage and support our educators and staff to engage in continuous professional learning opportunities. Through continuous learning in areas of child development, Truth and Reconciliation, Equity, Diversity, Inclusion, and pedagogical documentation our educators and staff continue to develop their knowledge and skills. We provide dedicated time for our teams to engage in reflection, collaboration and planning to support the development of a high-quality program.

This program statement is our commitment to your child's experience in our program. All educators, staff and volunteers review the program statement prior to beginning their employment, annually, and when the program statement is modified.

## 2. Who We Are

Halton Region directly operates three licensed child care programs providing care for:

- Toddlers ages 18 months to 2.5 years of age
- Preschoolers ages 2.5 years to 4 years of age
- Full time and limited part time care options are available.

The Halton Regional Child Care Centres are a branch of the Children's Services Division and overarching Social and Community Services Department of Halton Region. We are committed to providing an enriched, inclusive, and diverse child care environment that nurtures and fosters each child's development.

We provide high quality programming in accordance with the [CCEYA.](#), Halton Regional Child Care Centre, and corporate policies.

## A Guide to the Halton Regional Child Care Centres

## Locations

### Maple Avenue Regional Child Care Centre:

- 65 Maple Avenue Georgetown, ON L7G 1X8 ([Google Maps](#))
- 905-825-6000 ext. 8418 or ext. 8468

### Margaret Drive Regional Child Care Centre:

- 344 Margaret Drive, Oakville, ON L6K 3P3 ([Google Maps](#))
- 905-825-6000 ext. 7952 or ext. 7468

### Sedgewick Crescent Regional Child Care Centre:

- 1256 Sedgewick Crescent, Oakville, ON L6L 1X5 ([Google Maps](#))
- 905-825-6000 ext. 7951 or ext. 7435

## 3. Staffing

Our educators have an Early Childhood Education diploma or equivalent and must be registered and in good standing with the [College of Early Childhood Educators](#) (CECE). This designation of Registered Early Childhood Educator (RECE) ensures that they have received training and education in early childhood development. Our educators are dedicated to fostering a sense of belonging for your child and family through a commitment to equity, diversity, inclusion, and our on-going journey for Truth and Reconciliation.

All educators and staff participate in professional learning to stay updated on the latest research and effective practices in early years and child care. This allows them to enhance their skills and provide high-quality care to all children and families who attend our program.

Our educators are certified in first aid for infants and children, CPR, and epi-pen administration. They are trained to support the safety and well-being of all children in their care.

The Halton Regional Child Care Centres welcome community college, university, and high-school students for practical work experience to support their learning. Students are active participants in the program but are not counted in the adult to child [ratio](#). Prior to placement, all students (19 years and older) must have a current Vulnerable Sector police records check.



## 4. Operating Hours and Closures

### Operating Hours

Child care is available Monday to Friday 7:00am to 6:00pm excluding the following holidays and a Spring and Fall PA Day.

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

### Inclement Weather and Emergency Closures

During extreme weather or emergency situations, the Director of Children's Services will determine the need for closure. Please call the centre before leaving your home during extreme weather conditions as the centre voicemail will be updated in the event of a closure. You will also receive an email by 6:45 am for any closures due to weather. Communication about emergency closures will be sent as soon as possible by email.

**Child care fees will be collected for all holiday, weather related, and emergency closures**

### Professional Development Closures

The Halton Regional Child Care Centres are committed to professional development for their educators. Continuous learning is key to operating a high-quality program. Our centres will close two days per year to support the educator's professional development. These closures and will be communicated to families in advance. **Child care fees will be collected for closures due to professional development.**



## 5. Child Care Fees and Payments

The Halton Regional Child Care Centres are enrolled in the [Canada-Wide Early Learning and Child Care System](#) (CWELCC). Please see the chart below for our current fees.

Age Group	Base Fee March 27,2022	Reduced Fee April 1, 2022	Reduced Fee December 31, 2022
<b>Toddler Half Day</b> (18 months to 2.5 years)	\$38.52	\$28.89	<b>\$18.20</b>
<b>Toddler Full Day</b> (18 months to 2.5 years)	\$56.26	\$42.20	<b>\$26.58</b>
<b>Preschool Half Day</b> (2.5 years to 4 years)	\$37.01	\$27.76	<b>\$17.49</b>
<b>Preschool Full Day</b> (2.5 years to 4 years)	\$51.84	\$38.88	<b>\$24.49</b>

Fees are collected through monthly preauthorized withdrawal.

## 6. Child Care Fee Subsidy

Fee subsidy is available to eligible families living in Halton Region to help with the cost of care. Please visit [halton.ca](http://halton.ca) to learn more about your eligibility and how to apply.

## 7. High Quality Child Care

High quality child care programs support children’s learning, development, health and well being. The Halton Regional Child Care Centres believe that every child and family should have access to high quality care. You will be able to see, hear, and feel this quality when walking into one of our centres.

You will be welcomed into your classroom by an educator who will get down to your child’s eye level introducing themselves to foster trust and begin the relationship building process. You will hear our educators having thoughtful conversations with your child, asking questions about their play in efforts to expand their learning and follow their lead. You will see educators observing and documenting your child’s learning to capture their learning process and identify their interests. This documentation is used to implement future experiences to support growth and development. You will hear educators offering your child choices to promote decision-making and independence. You will hear singing, laughter, and children at play.

As you continue through our centre you will see an inviting, bright, clean, and comfortable indoor environment. You will notice that our classrooms are set up in way that invites your child to explore freely and offer endless opportunities for play. Our educators consider all abilities, cultural backgrounds, and family dynamics when setting out equipment and materials for your child to explore.

Our outdoor environment offers your child space to explore nature and promote physical play, where they can challenge their abilities in a safe way. There are opportunities to climb, run,



garden, and be creative. The educators are active participants in your child's outdoor experiences playing alongside them while supporting their need for independence.

You will be able to see and feel the strong relationships our educators have with your child. You will see your child seeking support, comfort, and help, and educators responding with warmth, kindness, and empathy. You will notice how our educators treat your child as an individual, and value their unique abilities and needs. This can also be seen through their thoughtful programming. The educators ensure that their program is reflective of all abilities, cultures, and individualized needs in their classroom.

The importance of relationship building with families and caregivers is a priority in the care of your child. As parents and caregivers, you will feel welcomed, seen, and heard. Trust is key and we want you to feel your child is safe and well cared for while participating in our program. Educators will spend time getting to know more about you and your family's culture and dynamic. You are welcome to become active participants in our program. We invite you to share your family's, cultural traditions, special hobbies or activities with our educators and children. We want you to feel valued and ensure that you and your child can see yourself in our program.



## 8. What We Do

### Play-based Program

[“How Does Learning Happen?”](#) supports children in the centre by promoting a play-based approach to learning. It recognizes and respects each child's unique abilities, interests, and cultural backgrounds, fostering an environment that nurtures their well-being, curiosity, and development.

[“How Does Learning Happen?”](#) supports educators by providing a framework that values their expertise, encourages reflective practice, and emphasizes collaborative relationships. It gives educators the tools to create responsive and inclusive learning environments, guiding the overall quality of care.

### A Guide to the Halton Regional Child Care Centres

“[How Does Learning Happen?](#)” supports families in the child care centre by emphasizing collaborative partnerships, open communication, and involving parents in their child’s learning. The framework encourages a shared understanding of the child’s experiences, fostering a strong connection between home and the child care centre.

## Outdoor Play

Natural and recycled materials are added to the outdoor environment promoting open-ended and explorative play. Your child will have daily physical activity where they can engage in risky play in a natural outdoor environment alongside their educators.

Through outdoor play your child can connect with nature and learn more about our environment. This promotes enjoyment and respect for the environment and living things. Your child can participate in:

- Growing plants and flowers from seeds,
- Building flower, vegetable, herb, and fruit gardens using local plants that encourage birds, butterflies, and other insects, and
- Harvesting the produce grown to be used in the centre’s weekly menu.

Under the [CCEYA](#) children are required to play outside for two hours per day during all seasons. Please ensure that your child comes prepared for the day’s weather conditions. During extreme weather conditions or heat, cold, and air quality advisories children will not participate in outdoor play. On days when outdoor play is not possible, indoor gross motor experiences are offered instead.



## Rest Time

Your child will sleep, rest, or play with quiet activities on their cot each day. They will have their own cot and bedding which is washed weekly or sooner if needed. They are welcome to bring their own blanket, stuffed animal, or other soft sleep toy for comfort, however we do have blankets if needed. During this time, the lights are dimmed, and soothing music is played to help the children relax and rest.

Under the [CCEYA](#) children who attend child care for more than six hours per day are not permitted to rest for more than two hours per day.

## Nutrition

We offer “family meal times” where your child will sit with their friends and their educators to enjoy their lunch or snack. This offers a unique and fun chance for your child and their educators to be social, have meaningful conversations, and reflect on the day’s activities. Our educators foster independence and self-help skills by modelling and promoting the use of cutlery and drinking glasses and encouraging the children to self-serve.

All meals and snacks are prepared on site by our child care centre cooks in accordance with the [CCEYA](#) and [Canada’s Food Guide](#). Our cooks have a valid [Safe Food Handlers](#) certificate and prepare fresh, nutritious, and delicious daily meals and snacks for your child.

When menu planning our cooks, educators, and supervisors work together to offer a culturally diverse menu reflective of our community. We encourage families to participate by sharing recipes or ideas for our menu.

The following items are considered when creating our menus:

- Allergies, intolerances, or sensitivities,
- Food preferences,
- Variety and diversity of foods.
- New food introduction,
- Local and seasonal produce, and/or
- Inclusion of foods from the centers' gardens.

## 9. Learning about our Community

Our program encourages a sense of community and connection with nature by regularly taking your child on walks within the local community. These outings provide valuable opportunities for hands on learning and exploration.

During our community walks your child will have the chance to observe and learn from various elements, including local gardens, animals, construction sites, and people in their community.

Parents and caregivers are always welcome to join.

## A Guide to the Halton Regional Child Care Centres

## 10. Applications and Admission

### How to Apply

To add your child's name to the waitlist please call 905-825-6000 and tell the Access Halton Representative that you would like to be added to the Halton Regional Child Care Centre waitlist. You may also contact your centre of choice [directly](#). There is no cost to be added to our waitlist.

Our waitlist is maintained in chronological order however, priority status is applied for the following considerations:

- Child is on the waitlist or in receipt of [Child Care Fee Subsidy](#),
- Child or family member identifies as Indigenous (First Nations, Métis, Inuit),
- Child is connected to Halton Inclusion Services,
- Family currently residing at Halton Women's Place,
- Child or family is connected to services through the Children's Aid Society or
- Child has siblings currently attending a Regional Child Care Centre.

Wait times can vary, please contact your desired [Halton Regional Child Care Centre](#) directly to ask about your child's status on the waitlist.

### When a Child Care Space Becomes Available

When a space becomes available for your child, the centre supervisor will contact you to confirm your start date and schedule transitional visits. This will give you and your child the chance to get to know their educators, children, and their classroom.

Prior to your child's first official day you are required to complete our Halton Regional Child Care Centre Admission package which includes:

- The admission form,
- Any additional permissions forms required such as sunscreen, diaper cream, or insect repellent,
- Emergency contact cards,
- Individual medical or anaphylactic plans if applicable,
- Immunization record, and
- Preauthorized withdrawal form.

Please label all your child's personal belongings. This helps the educators to make sure all personal belongings are returned. Please note the Halton Regional Child Care Centres are not responsible for lost items.

### A Guide to the Halton Regional Child Care Centres

Your child will also require at least one full change of clothes kept at the centre which includes:

- Underwear (if applicable),
- Socks, and
- Pants, shorts, t-shirt, sweater, depending on season or weather.

## 11. Safe Arrival of Children

You will be given an access code to enter the centre as our doors are always locked for safety. Please do not share this code with anyone who does not have permission to drop off or pick up your child. Your child must be brought into their classroom by their parent, caregiver, or other authorized individual each morning.

If your child is going to be absent for any reason, please contact us by phone or email no later than 10:00am on the day of the absence. We are required by the [CCEYA](#) to contact you to confirm that your child's absence if we do not hear from you. If contact is not received from you by 2:00 p.m. on the day of the absence, the [CCEYA](#) requires us to contact Halton Regional Police to request a wellness check at your home.

## 12. Pick Up Procedure

Halton Regional Child Care staff will only release your child to the parent, caregiver, or authorized pick up person(s) listed on your child's emergency contact card.

If you are unable to pick up your child from care, we ask that you contact us to advise of who will be. We are required by the [CCEYA](#) to request photo identification to verify any person picking up your child that we are not familiar with, including parents, caregivers, and authorized pick up persons.

Under the [Children's Law Reform Act, R.S.O 1990, c. C.12](#) Halton Regional Child Care Centres do not have the legal right to deny a parent access to their child unless there is a custody order or legal agreement on file. If the parents or caregivers have legal joint custody of their child or there is no custody or court order in place, the child will be released to either parent or caregiver provided both names are listed on the child's registration form. Photo identification will be requested for verification if the staff member is not familiar with the parent or caregiver picking up as per the [CCEYA](#).

If only one parent or caregiver has legal custody of your child, a copy of the legal agreement or court order is required for their file. This documentation must include the visitation schedule and any restrictions to access that are in place. Please ensure to provide this information to us prior to your child's first day of care.



### 13. Late Pick Up

All children must be picked up from care each day by 6:00 pm. If you are unable to pick up your child by 6:00 pm please contact the centre to advise of an alternate pick up person.

If you arrive for pick up after 6:00 pm, you will be asked to initial your child's attendance record to acknowledge the late pick up time and receive a verbal reminder of the centre closure time.

On the second late pick up, you will be asked to initial your child's attendance record to acknowledge the late pick up time and receive a second verbal reminder of the centre closure time. You will also receive written communication from the centre supervisor regarding the importance of picking up by 6:00 pm.

On the third occurrence of late pick up, you will be asked to initial your child's attendance record to acknowledge the late pick up time and be given a third verbal reminder of the centre closure time. The centre supervisor will contact you to discuss strategies and offer support to assist you in meeting the centre closure time of 6:00 pm.

In any late instance, if your child has not been picked up by 6:30 pm and we are unable to reach a parent, caregiver, or emergency contact, we have a duty to report this incident to the [Halton Children's Aid Society](#) under the [Child, Youth and Family Services Act, 2017, S.O. c. 14. Sched. 1](#). We will follow the direction of the [Halton Children's Aid Society](#) regarding next steps.

### 14. Child Care and Early Years Act (CCEYA) Requirements

#### Duty to Report

The Halton Regional Child Care Centre have a legal responsibility to report reasonable grounds or suspicion of risk of physical or emotional harm to any child, child abuse, neglect or abandonment as outlined in the [Child, Youth and Family Services Act, 2017, S.O. c. 14. Sched. 1](#). Our educators are trained to identify and promptly report any suspected cases of abuse to the

#### A Guide to the Halton Regional Child Care Centres

[Halton Children's Aid Society](#). In instances where a report has been made information about your family will be shared with CAS as part of our duty to report.

## Serious Occurrence Reporting

As a licensed child care provider, the Halton Regional Child Care Centres have a responsibility to report serious occurrence incidents to the Ontario Ministry of Education within 24 hours.

Many factors contribute to a serious occurrence report, and it does not necessarily mean that an operator is not meeting licensing requirements or that children are at risk. For example, the unplanned disruption of water could have a potential risk to the health and safety of children and would result in a serious occurrence report to the Ministry.

To support transparency and access to information, a serious occurrence notification form will be posted beside the license at the front door of the centre for 10 days following an incident. The posting provides families with a brief overview of what happened and any follow-up that will occur while protecting the privacy of everyone involved. This policy supports the government's commitment to increase transparency and access to information about licensed child care programs in [Ontario](#).

## Prohibited Practices

Halton Regional Child Care educators use positive reinforcement to guide your child's behavior. This supports self-regulation and problem-solving skills. Our educators promote positive self-esteem by setting age-appropriate limits that support independence and decision making.

In accordance with the [CCEYA](#) and Halton Region's internal policies the following practices are prohibited:

1. Corporal punishment of a child (physical punishment),
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller, or other device for the purposes of disciplining or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others, and is used only as a last resort until the risk of injury is no longer imminent,
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the centre's Emergency Management policies and procedures,
4. 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, frighten the child, or undermine their self respect, dignity or self worth,
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding, and/or
6. Inflicting any bodily harm on the children including making children eat or drink against their will.

## 15. Parent Issues and Concerns

We ensure ongoing communication with parents and caregivers regarding issues or concerns about your child's care and/or well-being. This is outlined at admission and takes place informally at drop-off or pick up times, by phone or email, and/or formally in a meeting. We are committed to ensure that all issues or concerns receive an initial response within two business days.

We encourage you to speak directly with the classroom educator or centre supervisor. If the resolution is not to your satisfaction, you can request to speak to the Manager of Direct Child Care Services, Halton Region Children's Services Division or make a direct complaint to the [Ministry of Education](#) by phone or e-mail at 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).

## 16. Allergies and Medical Conditions

It is crucial to maintain an allergen-reduced child care environment for the safety of all children. Outside food or drink is prohibited. Protecting children who have life threatening allergies or other medical conditions is a shared responsibility.

Please inform the centre supervisor if your child has any medical conditions including asthma or allergies or has had a severe anaphylaxis reaction. You will be required to complete additional information regarding your child's health that includes necessary precautions, signs, symptoms, treatment, and medication.

## 17. Illness

Our goal is to keep all children healthy at the centre. Despite our best efforts, illnesses do occur. The Halton Regional Child Care Centres follow the [Halton Region Public Health recommendations](#) related to exclusionary periods and outbreaks for children's symptoms and illness.

Halton Region Public Health recommends that children with new or worsening respiratory symptoms such as new or worsening cough, low grade fever, and sore throat must stay home until their symptoms are improving for at least 24 hours.

Gastrointestinal symptoms such as nausea, vomiting, and diarrhea can be an indication of a COVID-19 infection. Children with symptoms of gastroenteritis must be free of vomiting and diarrhea for at least 48 hours before returning to child care.

If your child becomes ill while in care you will be contacted for pick up immediately. If your child becomes ill at home, please [ensure to call or email the centre](#) to report this absence. All illnesses, communicable diseases, and/or infections must be reported to the supervisor immediately.

## 18. Medication Administration

Educators and staff must have written permission from a parent or caregiver before giving medication to your child. All medication, whether prescription or non-prescription, should be in its original sealed container and stored securely in a locked container at the centre. Please remember to take home any medication that is no longer needed.



## 19. Photographs and Social Media

We prioritize your child's safety and privacy. When taking photos of your child at the centre, ensure they are the sole focus, and do not post them on social media. The educators will only use centre owned devices to take photos of your child's learning and development. Pictures will not be taken of your child without a completed photo release which is included in your admission package.

## 20. Smoke and Vape Free Environment

The Halton Regional Child Care Centres are a smoke and vape free environment. Under the [Smoke-Free Ontario Act](#) smoking or use of a vape in the entire premise of any child care centre is prohibited. You must be at least twenty meters from the child care centre's entrance or outdoor play space.

## 21. Parking

Each location has designated parking for drop off and pick up. Halton Region promotes idle free parking, and we ask that you turn your vehicle off prior to coming into the centre.

As a reminder, do not leave your child unattended in your vehicle during drop off and pick up. Please ensure that all children in your vehicle during drop off and pick up come with you into the centre.



## 22. Gift Policy

We appreciate that on special occasions you may want to thank your child's educators with a gift. If you choose to please note that Halton Regional staff cannot:

- accept gifts valued at \$50.00 or more,
- accept gifts in the form of tickets to an entertainment event including sports events, concerts, or other similar activities, or
- accept gifts on a frequent basis.



## Parent Issues and Concerns

### Policy Statement

Parent and caregiver issues and concerns are addressed in a professional and timely manner.

### Purpose

To provide staff, parents, and caregivers a framework to follow in relation to issues or concerns brought forward regarding a Regional Child Care facility or staff.

### Scope

This policy applies to all Regional Child Care Centre staff and parents or caregivers with a child in attendance.

### Definitions and Acronyms

- N/A

### Requirements

1. An initial response to the issue or concern will be received within two business days.
2. This policy will be included in the Parent and Caregiver Handbook and distributed to all parents and caregivers prior to their child's first day as required by the [Child Care and Early Years Act \(CCEYA\) 2014, O. Reg. 137/15](#)

### Roles and Responsibilities

#### **The Parent or Caregiver will:**

1. Speak directly to the Regional Child Care Centre Supervisor or staff when an issue or concern arises.
2. Provide details of the issue or concern and discuss possible resolutions.
3. Request a formal meeting with the Regional Child Care Centre Supervisor or staff if resolution is not reached.
4. Contact the Manager of Direct Child Care Services if a resolution is not reached to their satisfaction.

#### **The Regional Child Care Centre Staff will:**

5. Maintain daily communication with the parent or caregiver during drop off and pick up times to develop trusting relationships.
6. Ensure parent or caregiver concerns are heard and resolutions are considered.
7. Ensure the Supervisor is informed of any issues or concerns identified through daily communication verbally or by email within 24 hours.
8. Discuss with the parent or caregiver a plan of action to resolve the issue or concern.
9. Implement the plan of action in a timely manner, as agreed upon by all parties.
10. Offer a scheduled meeting if additional time is required.
11. Document the issue or concern and the resolution discussed.

12. Place documentation in the child's file.
13. Follow up to ensure the parent or caregiver is satisfied.
14. Ensure the parent knows they can speak to the Regional Child Care Centre Supervisor if they are not satisfied.
15. Alert the Regional Child Care Centre Supervisor if issue is not resolved.
16. Document the process in writing, including dates, concerns, and parties involved.
17. Follow up with the Regional Child Care Centre Supervisor as required.

**The Regional Child Care Centre Supervisor will:**

1. Ensure the parent and caregiver handbook contains information on how a parent or caregiver can communicate any issues or concerns regarding the program or staff.
2. Discuss the communication procedures with parents and caregivers upon admission.
3. Encourage staff, parents, and caregivers to communicate daily.
4. Encourage staff, parents, and caregivers to resolve issues and concerns together, offering support as requested.
5. Document any issues or concerns when notified.
6. Notify the Manager of Direct Child Care Services by email of any issues that cannot be resolved onsite within 24 hours.
7. Take a lead role in facilitating discussions between the staff, parents, and caregivers when the issue or concern cannot be resolved independently.
8. Ensure parents and caregivers are aware they can contact the Manager of Direct Child Care Services if they are not satisfied with the resolution.
9. Ensure issues and concerns are resolved by following up with all parties, where required.

**The Manager of Direct Child Care Services will:**

1. Support the Regional Child Care Supervisor as required in resolving parent and caregiver issues or concerns as needed.
2. Communicate directly with parents or caregivers at their request regarding any issues or concerns.
3. Alert the Director of Children's Services by email of any issues or concerns that cannot be resolved within 24 hours.

## Safe Arrival and Dismissal of Children

### Policy Statement

In accordance with [Ontario Regulation 137/15](#) employees of Halton Region Child Care Centres are required to monitor the safe arrival and dismissal of children receiving care.

### Purpose

Provide staff with a clear understanding of their roles and responsibilities to ensure the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as the steps to follow if a child is not picked up as expected from the child care centre.

### A Guide to the Halton Regional Child Care Centres

## Scope

This policy applies to all Regional Child Care staff.

## Definitions and Acronyms

- **Emergency Contact** - refers to a person that the parent/caregiver has identified to the child care program staff in writing as authorized to pick-up their child from care; this person is listed on the child's file and [Emergency Card RCF 8](#).
- **Verification** - refers to notice given by a parent or caregiver of alternate drop off or pick up person or arrangement including the person's name and any other information that allows staff to properly identify the alternate.
- **Wellness Checks** - refers to staff observing and documenting each child's health upon entry into the classroom. Children's health is observed and documented using abbreviations including "AW" for appears well; "RN" for runny nose; "V" for vomiting; "F" for fever (indicating degree); "T" for tired; "RE" for red eyes/discharge from eye; "D" for diarrhea; "E" for eczema; "C" for cough; and "R" for rash.

## Requirements

1. Children's arrival and departure times shall be documented on the Group Attendance Log RCF 20a.
2. Upon arrival, a Wellness Check RCF 20b shall be completed and documented for each child.
3. Children shall be supervised at all times as per Supervision of Children in a Regional Child Care Centre policy 4-f-12.
4. Custody and Separation agreements that are duly notified to the centre shall be adhered to.
5. A child will not be released to any person under the age of sixteen.
6. Up-to-date telephone numbers and contact information for parents or caregivers shall be maintained on file.
7. Verification must be received from a parent or caregiver prior to their child being released to an alternate pick-up person.
8. Staff shall verify identification before releasing a child to an adult they do not recognize as a parent, caregiver, or Emergency Contact.
9. If a person arrives to pick up a child and they appear intoxicated, staff shall inform the person that they are not able to release the child and call an alternate person for pick up. The staff will call a taxi to transport the person home. If the person refuses, becomes un-cooperative or takes the child, staff will call the police at 911 and inform the Regional Child Care Centre Supervisor. It may also be appropriate to contact the Halton Children's Aid Society (CAS) under the Duty to Report Policy 1-9; if the staff believe that the well-being of the child is at risk.
10. Group Attendance Log RCF 20a and the Wellness Check RCF 20b are to be kept on site as per the CCEYA.

## Roles and Responsibilities - Accepting a child into care

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

1. Greet the child, parent, or caregiver upon arrival.

## A Guide to the Halton Regional Child Care Centres

2. Where a parent or caregiver indicates that someone else will be picking up the child, staff must confirm that the person is listed as an Emergency Contact or where the individual is not listed as an Emergency Contact, ask the parent or caregiver to provide a Verification in writing.
3. Record on the Group Attendance Log RCF 20a the arrival time of the child.
4. Complete a Wellness Check RCF 20b for the child.
5. Refuse entry to a child who is displaying symptoms of illness as per policy 4-d-38 Exclusion of Sick Children policy.
6. Ensure all changes to the arrival or departure routine are recorded in the Communication Book RCF 2.

### Roles and Responsibilities - Where a child has not arrived in care as expected

**Where a child does not arrive at a Regional Child Care Centre and the parent/caregiver has not communicated a change in drop-off, staff will take the following steps:**

1. Inform the Regional Child Care Centre Supervisor of the unreported absence and attempt to contact the parent or caregiver by phone or email no later than 12:00 p.m.
2. If no response is received through the first attempt, continue to attempt to contact the parent or caregiver every hour thereafter.
3. Attempt to contact the Emergency Contact if no response is received from the parent or caregiver by 2:00 p.m.
4. If no response is received after the 2:00 p.m. attempt, contact the Halton Region Police dispatch line at 905-825-4747 ext. 5155 to request a wellness check at the child's home address.
5. Document the child's absence on the Group Attendance Log RCF 20a once confirmed and record any additional information in the Communication Book RCF 2.

### Roles and Responsibilities - Releasing a child from care

**Staff will take the following steps:**

1. Release the child only to the parent or caregiver or persons who have been authorized to pick up the child should the parent or caregiver be unable to do so.
2. Request photo identification from an individual whom they do not recognize and verify the information against the child's Emergency Card RCF 8.
3. Release the child and document the departure time on the Group Attendance Log RCF 20a if the individual is listed as an Emergency Contact on the Emergency Card RCF 8.
4. If the individual is not listed as an Emergency Contact, ask the individual to leave the centre until the parent or caregiver can be contacted to confirm pick up arrangements.
5. Release the child to the individual only if Verification is received from the parent or caregiver and document the departure time on the Group Attendance Log RCF 20a in the Communication Book RCF 2.

### A Guide to the Halton Regional Child Care Centres

6. Follow policy 4-a-8 Unauthorized Person at the Regional Child Care Centres if the parent does not give permission for the individual to pick up or the individual refuses to vacate the premises.

## Roles and Responsibilities - When a child has not been picked up and the centre is closed

### Staff will:

1. Attempt to contact the parent, caregiver, or Emergency Contact if a child is not picked up by the centre closing time and the parent has not contacted the centre to provide alternate arrangements.
2. Continue to attempt contact until 6:30 p.m. If contact is not made by 6:30 p.m. the staff will:
3. Notify the Supervisor,
4. The Supervisor will notify the Manager of Direct Child Care Services,
5. The Supervisor may direct staff to call the CAS and follow any direction by the CAS with respect to next steps.
6. Only release children to the parent, caregiver, or other authorized adult and under no circumstances will children be released from care to walk home alone.

## Regional Child Care Centre Wait List Policy

**NOTE:** No fee is charged to place a family on the wait list for our centres.

The Ministry of Education recognizes that maintaining a wait list is not straightforward and that a first-come/first-served approach may not be viable. To support transparency, effective January 1st, 2017, new requirements in section 75.1 of the Ontario Regulation 137/15 requires child care licensees to have a wait list policy that explains how licensees manage wait lists.

### Intake:

1. Staff and Supervisors refer all full fee and subsidized clients who specifically request the Regional Child Care Centres, to be placed on the wait list through Children's Services Intake (CSI).
2. Supervisors assist clients who walk into the Regional Child Care Centres, to call Children's Services Intake from the centre, or take the client's telephone number and forward it to Intake, if the client calls the centre.

### Children's Services Intake staff:

1. Completes initial intake application.
2. Determines initial eligibility for child care subsidy, where required, based on the information provided.
3. Informs the client they will receive a letter to request specific documents be submitted to determine eligibility for wait list, in the case where subsidy is required.

## A Guide to the Halton Regional Child Care Centres

## Regional Child Care Centre (RCCC) Supervisor:

1. Gives parent or caregiver an approximation of their child's status on the wait list, when asked, protecting the privacy of those on the wait list.
2. When space becomes available the Regional Child Care Centre Supervisor or Alternate:
  - a. Reviews the waitlist from OCCMS under Directly Operated, looking first for families who have been assigned priority status, then using chronological order
  - b. Contacts the applicant and completes appropriate case notes on OCCMS for each applicant.
  - c. Returns family to the bottom of the waitlist if they do not take the space or is removed if they no longer require care.
  - d. Ensures any family currently attending wishing to apply for Child Care Fee Subsidy completes an application.

