



PARENT HANDBOOK



**Full-time Toddler & Preschool
Kindergarten & School Age Before/After School
School Break/P.D. Day Programmes**

**Happy Life Child Care is a not-for-profit ministry of
THE CHURCH OF THE NAZARENE OF BRAMPTON**

*Happy Life Child Care Centre
Bus. 905-457-1581 Cellphone: 647-553-9043
68 Rutherford Road North, Brampton ON, L6V 2J1
happylifechildcare@gmail.com*

Revised: January 2024

TABLE OF CONTENTS

WELCOME & PHILOSOPHY.....	4
PROGRAMME STATEMENT.....	4-7
<ul style="list-style-type: none"> • Belonging, Well-being, Engagement, Expression • Our Staff • Students and Volunteers 	
REGISTRATION.....	8-9
<ul style="list-style-type: none"> • Orientation • Transitioning to a new class • Waitlist Policy 	
PROGRAMMES	10
FEES	10-12
<ul style="list-style-type: none"> • Payment of Fees • Late Charges • Absences • Withdrawal or Termination • Float Day • Emergency Closures • School Age Summer Programme • Fee Assistance 	
ARRIVAL & DEPARTURE	13-21
<ul style="list-style-type: none"> • Safe Pick-Up • Drop-off and Pick-up Time • *New* Safe Arrival and Dismissal Policy and Procedures • Parking • Electronic Devices • Security 	
SCHEDULES & ROUTINES	22-24
<ul style="list-style-type: none"> • Sleep and Rest Time • Lunches and Snacks • What to Bring • Clothing • Loaned Items • Transportation & Neighbourhood Walks • Classroom Management and Self-regulation 	

HEALTH & SAFETY.....	24-26
• Food Allergies	
• Cleaning & Sanitizing	
• Handwashing	
• Accidents & Illness	
• Medication	
• Anaphylaxis	
• Cleaning Medical Aids & Equipment	
• Pets	
• Smoking	
PARENT QUESTIONS & CONCERNS.....	27
SERIOUS OCCURRENCES & EMERGENCY PLANS	27
PARENT AGREEMENT.....	28-29
ADDITIONAL POLICIES.....	30-39
• INCLUSION POLICY	
• BEHAVIOUR MANAGEMENT POLICY	
• PARENT CONCERNS POLICY	
CONTACT INFORMATION.....	40



WELCOME

Happy Life Child Care Centre (HLCCC) is pleased to have this opportunity to welcome you and your child to our child care programme. Happy Life is owned and operated by Brampton Church of the Nazarene and has been a licensed child care provider for over 40 years. You have entrusted your child to us for many hours of care, and we are very aware of our responsibility to provide a happy and safe environment to help your child develop. We strive to develop partnerships with parents and families, all of us working together to help your child grow physically, emotionally, mentally and socially. We believe that co-operative, responsive relationships among children, parents, and educators help to create positive learning experiences. Please share with us any information you feel would help us to understand and care for your child. If changes or concerns arise in the home that could affect your child, please inform us so that we can be sensitive to his/her needs. We look forward to partnering with you!

PHILOSOPHY

The Church of the Nazarene of Brampton considers weekday childcare and guidance good stewardship of its building. This service is one of many ways of making the church relevant to the needs of families in our community. The focus and purpose of the centre is to be an outreach ministry of the church. The centre strives to provide a secure, joyful, enriching and loving environment. At Happy Life, we provide many opportunities for children to experience the love of God and learn about the Bible. Our programmes include a weekly "Bright Hour", where children enjoy singing, Bible stories and games. At Christmas and Easter, our programmes focus on the Biblical meaning of these holidays. Happy Life has an annual Christmas Concert in the church sanctuary, and family and friends are invited to celebrate together and enjoy fellowship and refreshments after the concert. At Happy Life, we welcome families of all faiths. It is our desire to share the gospel of Jesus Christ with all the children at our centre. However, parents may give written notice that they do not wish their children to participate in church activities and Bible programmes. An alternative programme/supervision will be made available. If you would like more information about The Church of the Nazarene, please contact our church office, 905-451-5986.

PROGRAMME STATEMENT

At Happy Life Child Care, our programme is centred on *Ontario's Pedagogy for the Early Years: How does Learning Happen?* The four foundations of our programme are **Belonging, Well-being, Engagement and Expression**. We believe that children are **competent, capable, curious and individual learners**, rich in potential to develop and grow. Therefore, we strive to meet each child at his/ her developmental level and be responsive to those needs.

Belonging

Our inclusive setting provides a home away from home for children. We believe that all children are unique individuals and we respect each child's heritage, as well as pride in being Canadian. At Happy Life, we recognize that each child is unique and has individual qualities and capabilities. Therefore, our environment has comfortable, inviting and spacious playrooms with various learning centres. This variety provides opportunities for children to explore areas and activities of interest to them. We realize that each child is at a different developmental stage, and our educators have a wealth of knowledge regarding child development and familiarize themselves with information regarding any exceptionalities of children in our care.

Educators are able to provide experiences that challenge children, inspire learning and create a sense of belonging. At Happy Life Child Care we celebrate special events that are important to families through our menu, activities, holiday celebrations, and cultural traditions. The children are able to make connections between home and child care, creating a sense of security. Educators cultivate authentic, caring relationships with children and families through collaboration. Our aim is to establish and maintain reciprocal relationships between Educators and families. Through daily communication, photos, newsletters, and other family activities, we foster ongoing communication in our centre. Our inclusive setting encourages play and exploration, helping children to build meaningful relationships with those around them.

At Happy Life we strive to meet the needs of all children, within the limitations and confinements of our centre (i.e. physical environment and financial aid). Every child is looked upon as a unique individual and will be treated with dignity and respect. We provide a secure, joyful, enriching and loving environment. We work to make each day a happy learning experience for children ages 16 months to 12 years. At Happy Life, we believe the early years set the foundation for lifelong learning, behaviour, health and well-being. Each day we provide opportunities for socialization, group play, reading aloud, dramatic/ imaginative play, creative expression, co-operative indoor/ outdoor play, rest and quiet time.

Early Childhood Educators (RECE) are professional and competent care-givers, providing child-initiated, adult-supported experiences that empower children to gain confidence and self-esteem. Working alongside families and community partners, we ensure that our environment and experiences provide equal learning opportunities for all children by making flexible programme adaptations and providing special equipment /adaptive devices. We work alongside Peel Inclusion Resource Services (PIRS) to ensure that we have access to resources that can be incorporated into our programme. These include equipment, props, visual aids, and small group sizes. Our environment depicts how learning is perceived by documenting and making children's thinking, learning and competence visible to children, families, and others. Our environment is designed so children can explore at their own pace and encourages the development of self-help skills, autonomy, and self-confidence.

Well-being

At Happy Life Child Care Centre we strive to create a healthy and safe environment for children, families, staff, ECE students and volunteers. In doing so, staff follow a daily cleaning schedule and a professional custodial staff cleans the building on a daily basis. At the beginning of the week, before the centre opens, all our taps are flushed and a daily building and play space check is done. We also do daily weather checks before the children go outdoors. A monthly fire drill is completed and our first aid boxes are kept updated at all times. Upon a child's arrival, educators complete a daily health check and children who display visible signs of illness are not permitted to attend. Information regarding illnesses is posted at the main entrance, as well as on parent information boards outside each class. Parents are made aware of common childhood illnesses through posters and information sheets. In the spring and summer months, we provide sunscreen for the children. Information regarding children's allergies or other medical concerns (i.e. anaphylaxis/epi-pen) is posted in classrooms, lunch rooms, kitchen, staff rooms and other areas used by the children. All staff, including student volunteers, regularly review this information and our anaphylaxis policy. An individualized support plan is in place for children who may require special support.

At Happy Life, a nutritious lunch is provided, in addition to a morning and afternoon snack. We also ensure that water is available for children throughout the day. The children are encouraged to self-serve, with guidance or assistance from an educator if required. Educators encourage self-help skills during lunch by encouraging the children to assist with lunch set-up and other duties. Educators are encouraged to eat alongside children to model healthy eating habits and good table

manners. Lunch time is considered a learning experience and is a happy, relaxed time. All meals are nutritionally balanced and approved by a dietician based on the Canada Food Guide, to provide the needed nourishment for growing bodies.

We also accommodate dietary and cultural food requirements for children in our programme. Menu changes and updates are noted on the main bulletin board at the centre's entrance.

Engagement

All children have the right to quality care. In partnership with families, we are committed to providing this care by engaging with parents/guardians in ongoing communication about our programme and their children. Family and community form the foundation for a child's early development. Families know their children best and are the first and most powerful influence on learning and development. Therefore, we encourage and value each family's contribution to our programme. At Happy Life, connecting with families and communities is a vital part of our programme. Brampton Church of the Nazarene considers weekday child care and guidance good stewardship of its building. In conjunction with Happy Life Child Care staff, the church hosts special programmes and activities during March Break, Summer Break and Winter Break. The children from kindergarten to school age have the opportunity to participate in weekly activities hosted by the church. We support community events such as local food drives, donate baskets to local shelters, and participate in other community events. We also host an annual community BBQ for families and friends. Educators communicate with families daily at drop-off and pick-up through our greeting procedure. We also provide information and workshops for families as needs arise throughout the year. Partnerships with families and communities help early childhood settings to best meet the needs of young children. Therefore, respect for diversity, equity and inclusion is an essential part of our service.

Expression

We believe that children learn through interacting, and our aim is to create an environment that encourages exploration, inquiry and play that is child-initiated and adult-supported. Our programme plan is based on children's interests, as well as staff observations of children's developmental levels. At Happy Life, we believe play encourages children's natural curiosity and exuberance. Through play children interact with objects in their environment and gain valuable experiences. Our knowledgeable and responsive early childhood educators support children's development by implementing experiences that support each child's developmental needs. We also work alongside other early learning practitioners in the community, such as Peel Inclusion Resource Services (PIRS).

At Happy Life we strive to provide a safe and engaging environment that stimulates learning and fosters a sense of self, health and well-being. Children are encouraged to communicate in positive ways and regulate their behaviours, helping them to build positive relationships.

Our programme supports children's self-regulation and their ability to deal with daily challenges they encounter. We continuously help children to self-regulate, by providing them with various outlets such as a quiet cube, sensory toys, exercise and problem-solving techniques.

At Happy Life Child Care Centre we follow *How Does Learning Happen? Ontario's Pedagogy for the Early Years* guidelines for observing and documenting how children learn. Our staff make daily observations using various techniques, such as anecdotal records, event sampling, time sampling, and running records. We use visuals, pictures, checklists, etc. to document children's learning. We use this information to inform our programme planning, and to make learning more visible for children and parents. Documenting learning helps our educators understand a child's development and reflect on their own practices and methods in the classroom.

Our Staff

Happy Life educators are passionate and knowledgeable professionals. Our educators are culturally diverse and each staff member brings a wide range of experiences to our programme. All classrooms have one or more educators who have completed studies in the field of early childhood education and are registered with the College of Early Childhood Educators (RECE's). All other educators have completed some form of child studies. Every member of staff has had a vulnerable sector criminal reference check and has a valid Standard CPR Level C and First Aid certificate. Happy Life supports our educators in continuous professional learning by compensating workshop fees and providing in-house training and other professional development. Happy Life Child Care Centre demonstrates a strong commitment to the delivery of high quality child care in our community by participating in *Raising the Bar in Peel*. Our staff is committed to ongoing learning opportunities in order to provide developmentally appropriate care and education to the children in our care. Each member of staff reviews our policies and procedures annually.

Students/Volunteers

At Happy Life, we welcome students who are enrolled in early childhood education programmes at local colleges and universities, as well as high school students enrolled in co-operative education courses. Students/volunteers must be at least 18 years old (exceptions may be made for high school co-op students or ECE students), **have a vulnerable sector criminal records check and Standard CPR Level C/First Aid certification. All students/volunteers are required to review our policies and procedures and receive training on the use of epi-pens.** Students/volunteers are never left unsupervised with children at anytime.

References:

Provincial Government Policy and The College of Early Childhood Education
Child Care and Early Years Act, for more information see:

www.ontario.ca/laws/statute/14c11

Policy Statement on Programming and Pedagogy *How does Learning Happen?*

For more information see: www.edu.gov.on.ca/childcare/howlearninghappens.pdf

PIRS Memorandum of Understanding

REGISTRATION

Happy Life Child Care is a participant of the Canada-Wide Early Learning and Child Care (CWELCC). All of our fees have been revised to reflect the current reduction for 2023.

Happy Life Child Care has programmes available for children 16 months to 12 years of age. An in-person interview and tour of our facilities are required before admission. Before your child's first day in attendance, you will be required to:

1. complete the registration form (including contact information, allergies/medical information)
2. provide proof of up-to-date immunization for your child, if applicable
3. sign and date a form stating that you have read this policy book and are aware of its contents
4. pay the enrollment fee (non-refundable) for each child being registered
 - a. \$45 for 1 child (2 key fob security door passes included)
 - b. \$60 for 2 children (2 key fob security door passes included)
 - c. \$75 for 3 children or more (2 key fob security door passes included)
5. provide the first monthly fee payment (or first installment of minimum 2 weeks of care).

The registration forms and enrolment fee, when submitted to the office with your first fee payment will ensure your child can start on the agreed start date. These completed forms are kept on file by the centre. By law, no child may be left in our care until up-to-date immunization records and completed emergency contact information is on file at the centre. All children are required to have up-to-date immunization, or an appropriate exemption letter prior to being admitted to the centre. As your child receives further vaccinations, you are responsible for submitting the records to the office.

The office and educators **MUST** be notified immediately of any change in address or telephone number for home or work.

Orientation

Once your child is registered for Happy Life, we encourage you to make the time to visit the centre with your child. This can be done over two or three visits. During these visits, the child will meet the educators and become familiar with the centre. On the first visit, the parent will stay with the child and explore the classroom and centre. This visit should last about an hour. During the second visit, the parent may choose to leave the child, confirming they will be back. This visit may last a few hours and could include the lunch time routine. If a third visit is possible, the child could have lunch and stay for rest time.

On your child's first day of care, be positive and confident about the new adventure on which your child is embarking. Children are very quick to pick up on any negative feelings that you may have. A few tears are normal the first few days and usually dry up as soon as you are out of sight. A quick, firm "good bye" and an assurance that you will be back later is best. You are welcome to call the office later to check in. We are never too busy to talk to you about your child.

Transitioning to a New Class

Once a child is both age and developmentally ready to make the transition to the next age-appropriate class, and parents and educators are in agreement, a written form is given to the parents informing them of the new class, names of the educators and when the move will take place. The child will visit the class prior to moving. These visits will consist of meeting educators, learning room routines and cloak room/cubby locations, rest time, lunch, and outside play. Educators will review the child's emergency information including any medical/food restrictions.

Waitlist Policy

If we do not currently have space for your child at Happy Life, your child can be put on our waitlist. Please contact the Supervisor or Administrator by phone or email, and an in-person interview and tour of our centre will be arranged. After your tour of our centre your child will officially be placed on our waitlist.

Children are categorized on the list based on date of initial contact and the type of care required (Toddler, Preschool, Kindergarten or School Age). It is the parents/guardians' responsibility to contact the centre to confirm their spots every three months. This can be done in person, by phone or by email. If this is not done, the child's name will be removed from the list.

Priority spots are given to siblings of current Happy Life Child Care families. Sibling spots are maintained according to date of initial contact and the type of care required (Toddler, Preschool, Kindergarten or School Age).

Parents/Guardians are not guaranteed a childcare space until a maximum of 30 days before the space is available, regardless of the placement on the waitlist. A childcare space is guaranteed once the enrolment is complete and a contract is signed.

When a space becomes available, parents are called in order of their placement on the waitlist. If a parent declines the space then the next parent on the list is called until a parent accepts the spot, at which point the spot is considered filled.

Waitlist status is available to parents/guardians by request in a manner that ensures personal information is protected. This can be done in person, by phone or by email.

Happy Life Child Care Centre does not charge any fees or request deposits to register any child on our waitlist.



PROGRAM

Happy Life Child Care Centre is open from **6:30AM to 6:00PM**, Monday to Friday. Full-day child care is available for children aged 16 months to preschool age.

Our Toddler classroom has diapering facilities available, and the educators, in full cooperation with the parents, will help to toilet train each child when he or she is ready. Parents are asked to provide diapers, baby wipes and a change of clothing for their toddlers.

In our Pre-school programme, we help children prepare for kindergarten. The children engage in small group activities that encourage socialization, the development of self-help skills, and positive interactions with others. Our play-based programme fosters curiosity and individuality.

Before and after school care is available for kindergarten and school age children twelve years of age and younger. Our Before/After School programme includes supervised walks to and from three local schools. It is the parent's responsibility to make outside arrangements if their child requires bus transportation. We also have full-day summer, March Break, Winter Break and PD Day programmes (Peel District and Dufferin-Peel Catholic School Boards) available for kindergarten and school age children.

FEES

AGE	FULL-TIME DAILY RATE	FULL-TIME FAMILY DISCOUNT FAMILY RATE
TODDLERS	\$21.69**	\$19.52**
PRESCHOOL	\$20.23**	\$18.20**

*Family Discount rate (10% discount) applies when more than one child is enrolled in the full-time Toddler or Preschool programme. The discount is applied to the eldest child

AGE	DAILY RATE
KINDERGARTEN BEFORE SCHOOL	\$12.00**
KINDERGARTEN AFTER SCHOOL	\$12.00**
KINDERGARTEN BEFORE & AFTER	\$12.05**
SCHOOL AGE BEFORE SCHOOL	\$14.28
SCHOOL AGE AFTER SCHOOL	\$15.81
SCHOOL AGE BEFORE & AFTER	\$24.99
FULL DAY MARCHBREAK/ CHRISTMAS/SUMMER	\$273.45 /WEEK (Full Weeks Only)
FULL DAY PD DAY	\$54.69 /Day

- *All rates are charged on a **monthly** basis; fees may be paid in full by the first day of each month, or in two installments by the first and fifteenth day of each month.
- *Payment is required for statutory holidays and days your child is absent (due to illness, vacation, etc.).

Registration Fees: Parents will be charged a one-time, non-refundable registration fee when a child care space has been accepted.

One Child \$28, Two Children 47.00, Three or More Children \$52.00

** In accordance with the CWELCC POLICY. Applies to children under 6.

Payment of Fees

The non-refundable registration fee is required with the submission of all completed registration documents. Should additional security passes be required, an additional non-refundable cost of \$25.00/pass will be required.

All fees are due in advance of care given, and all statements of account will reflect this policy. Our preferred method of payment is via e-transfers to – happylifechildcare@gmail.com. **Pay exact amount as invoiced – do not round up payment.

Overdue accounts will be charged a “Late Payment” fee of \$50.00. (non-base fee). If no effort is made to pay the outstanding balance, your account will be forwarded to a collection agency and any fees incurred as a result will be charged to you. Year end receipts for child care expenses are issued in February of the following year and will only be issued to the payer. The payer is defined as the person in whose name the day care account has been established. In cases where both parents make payments, the receipt will be issued jointly (i.e. one receipt for both parents) unless other arrangements have been made with the Administrator prior to the payments being made.

Late Charges (Non base fee)

Happy Life Child Care Centre is open from 6:30AM to 6:00PM weekdays and closed weekends and statutory holidays. On Christmas Eve and New Year’s Eve, we close at 3:00PM. The following fines will be charged in the event of late exit from the centre:

AFTER 6:00PM until 6:15PM, a fine of \$15.00 (minimum charge) will be charged.

AFTER 6:15PM until 7:00PM, a fine of \$15.00 plus \$1.00/minute will be charged.

AFTER 7:00PM, fines will be increased to \$2.00/minute.

Please keep in mind that these amounts are considered to be fines, not extra fees and are not eligible for income tax receipts. For parents who receive subsidy, these charges are not covered by the Region of Peel. When a family exits the centre after 6:00PM, the adult is required to sign out, indicating the time of exit. In the event of a discrepancy between clocks, the front hallway’s clock will be used to determine the recorded time of exit. The Supervisor will address any issues regarding late charges. Frequent late pick-ups may result in termination of enrolment.

Absences

Full fees are payable even when your child is absent from the centre. Full payment is required to maintain your child’s space. There is no reduction in fees for statutory holidays. When your child is going to be absent from the centre, please notify staff. Fees are charged for all periods of absence, including sick days and vacation.

Withdrawal or Termination

Should you wish to discontinue child care services with Happy Life, two weeks advanced notice is required in writing. If written notice is not given, you will be charged two week’s fees from the child’s last day of attendance.

In the event that Happy Life Child Care is unable to continue providing care for your child, ten business days written notice to the parents will be given. The centre reserves the right to remove a child from the programme should it be deemed necessary by the Supervisor, after the continued placement process has been completed (please see our Inclusion Policy). Reasons for termination of service include, but are not limited to:

- Health/Safety concerns for the child and/or other children and staff in the centre
- Our programme is not able to meet the needs of the child
- Adequate resource assistance is not available
- Children have been picked up late more than five times
- Fees fall behind for more than one month

Any family required to remove their child will not be charged any fees from the child's last day of attendance.

Float Day

Happy Life Child Care may designate one "Float Day" per year, when the centre will be closed. Full payment is still required for this day. This day often occurs during Christmas Break, but may be scheduled at any time. At least one month's notice will be given to parents of the scheduled "Float Day" closure.

EMERGENCY CLOSURE

In the event of severe weather conditions, it may be necessary to close the centre. Should the Peel District School Board or Dufferin Peel Catholic School Board close their schools, Happy Life Child Care Centre will also be closed. Decisions about centre closures will be communicated on the centre's voice mail and an email will be sent to parents. There is no reduction in fees for closures due to severe weather.

School Age Summer Programme

During the summer months (July and August), fees will be charged weekly, based on the weeks of care signed-up for during Summer Fun registration. **The cost of field trip outings is excluded in Summer Fun fees.** Children are also required to bring a bagged lunch – See our bagged lunch policy.

Fee Assistance

The Region of Peel provides financial assistance for licensed child care to eligible families. Eligibility is based on income and reason for care. For more information visit peelregion.ca/children, or call 905-793-9200.

ARRIVAL & DEPARTURE

A child must be escorted in our centre at all times. Each day, your child must be accompanied into the classroom or playground, and his or her arrival acknowledged by the educator. Upon departure, the same procedure must be followed. We cannot be responsible for children who have not been brought into our care, or who have been dismissed by the educator to the parent or person designated by that parent. Close parental supervision of all children in the centre before and after care is essential for the safety and well-being of your child. For this reason, please do not allow your child to leave your sight, even for a minute, while you are bringing them into our centre or picking them up. Children running in the halls or up and down the stairs is extremely unsafe.

Safe Pick-Up

Your child will only be released into parental/guardian care, which must be an adult or person at least 16 years of age or older. Please ensure that our centre has an up-to-date list of people authorized to pick-up your child. For your child's protection, in the event of a custody agreement, we are obligated to have a copy of the agreement on file.

Drop-off & Pick-up Time

Please allow 5 to 10 minutes to drop-off or pick-up your child. This allows time for any possible feedback your child's educator may have to share with you before exiting the Centre.

****Safe Arrival and Dismissal Policy** NEW PLEASE READ:**

Happy Life Child Care Centre - Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Happy Life Child Care Centre

Date Policy and Procedures Established: December 10, 1980

Date Policy and Procedures Updated: December 31, 2023

Purpose

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

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

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

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

Policy

General

- Happy Life Child Care Centre 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 the child care centre may release the child to.
- Happy Life Child Care Centre 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 parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that Happy Life Child Care Centre is no longer responsible for that child upon their dismissal.
- 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.
- School Age Children who have written authorization from parent/guardian to walk to or from school should refer to Happy Life Child Care Centre Walk to School Policy.

Additional Policy Statements

Our hours of operation 6:30am to 6pm Monday to Friday. For children in our toddler and preschool program we ask that parents notify Happy Life by 9:00am if your child will or will not be in class that day. **Please note messages sent using Lillio are primarily read by educators not administrative staff** to ensure clear communication we ask that you email happilylifecentre1975@gmail.com in addition to your message to your child's teacher using Lillio. You may also call +1 (905) 457-1581 or 647-553-9043 but our preference is to send an email in case you don't reach a live person. For children in our Kindergarten and School Age Before and After School program please communicate with Happy Life Child Care Centre by 8:00am for the morning and 2:00pm for the afternoon where applicable (if your child is only in our afterschool care program there is no need to communicate morning arrival). Happy Life Staff have been instructed to contact parents/child givers at 10:00am for children that did not arrive in the morning or receive communication from parent/child giver. Please ensure we have current contact information. If you are unable to receive calls at work, please provide an alternate number. We will send email notification as well to ensure our obligation have been met as outlined by the government of Ontario.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed in Lillio application, child's emergency card or classroom log book 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 advised the closing staff at pick-up), the staff in the classroom must:
 - inform the supervisor and program staff and they must commence contacting the child's parent/guardian no later than 10:00 am) please see above Staff shall [contact parent/guardian as above (email/Lillio/phone) if no response is received must contact at least once and leave message, and log is completed as above
 - Staff will repeat steps to contact parent/guardian and reach out to supervisor for further action (refer to flowchart).
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. 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.

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 staff will contact parent/guardian 10 minutes after specified time. If no response staff will implement dismissal policy (call emergency contact etc.), the program staff or supervisor shall contact the parent/guardian (phone call, email, message via Lillio app) and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must implement Safe Arrival and Dismissal policy. 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 refer to policy and 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 and has not arrived by **6:00pm**, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

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 continue to reach out to parent/guardian, update supervisor, provide child a snack, note time for arrival to implement late pick up fee per policy.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00pm, the staff shall inform Happy Life Child Care Supervisor who will delegate staff to proceed with contacting Peel Children's Aid Society (CAS) 905-791-7800. Staff shall follow the Peel CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures (not applicable to Happy Life Child Care Centre)

Additional Procedures

Staff to complete log for documentation as listed above.

Glossary

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

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre (Happy Life Child Care Centre)

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

[Program Staff: classroom staff employed by Happy Life Child Care Centre

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

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

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

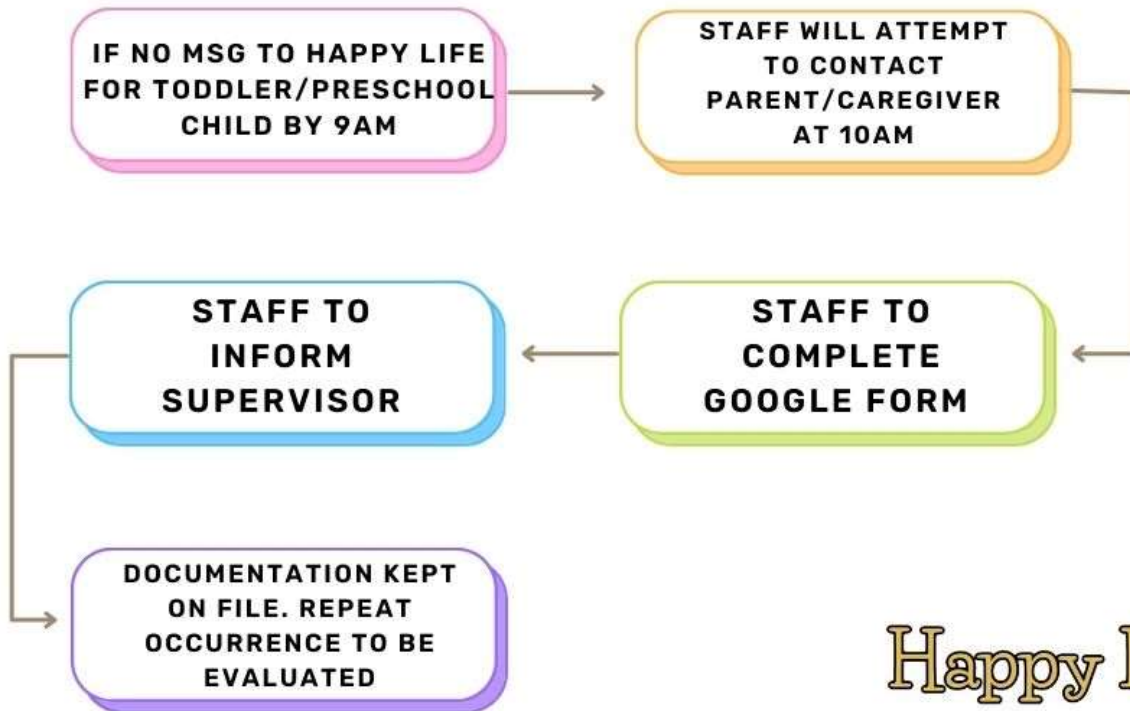
(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

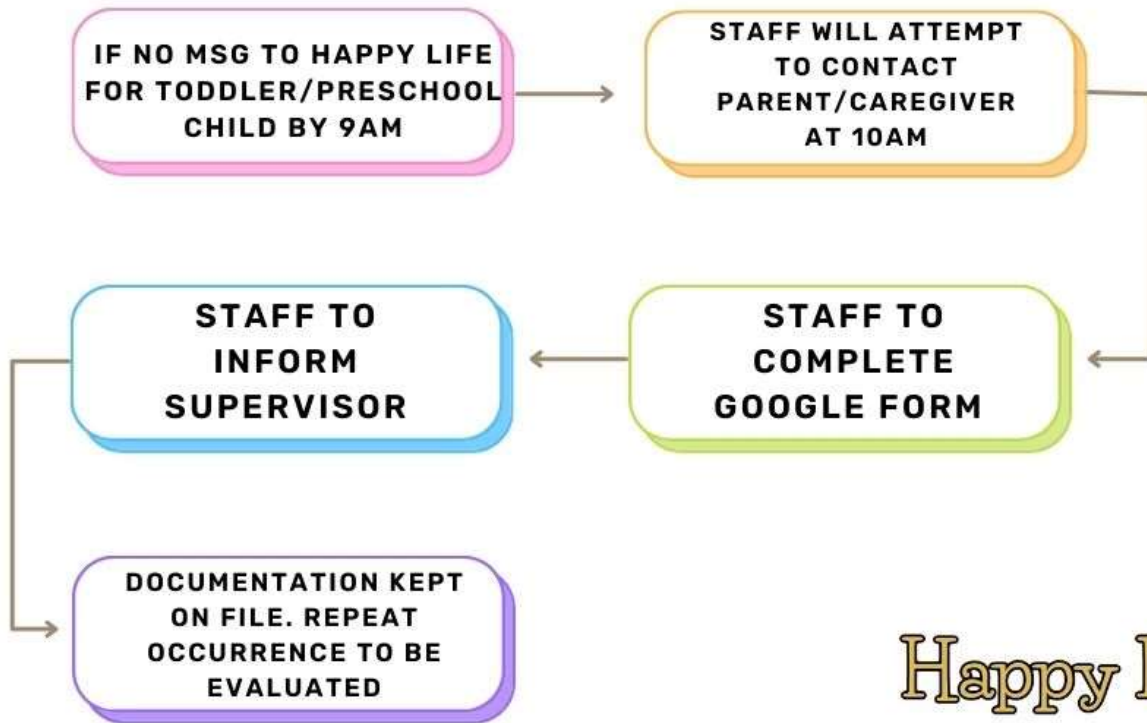
(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

SAFE ARRIVAL TODDLER/PRESCHOOL



SAFE ARRIVAL KINDERGARTEN/SCHOOL AGE

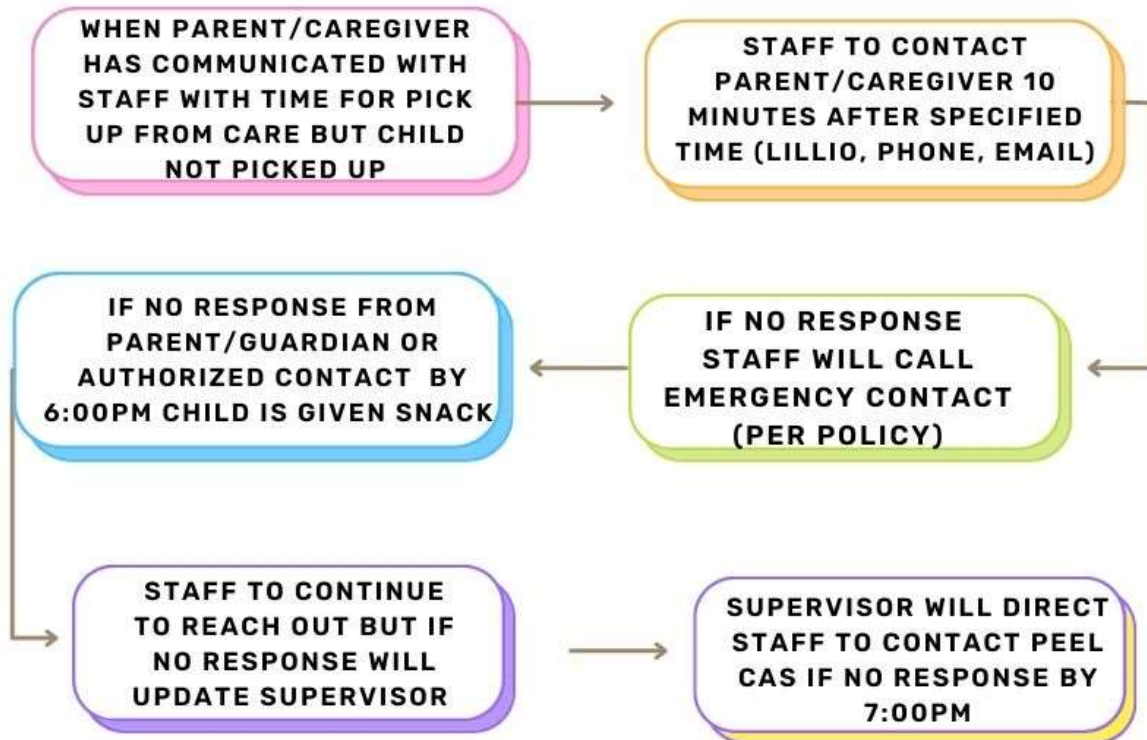


Happy Life

Child Care Centre
Love • Learn • Grow

January 2024

SAFE DISMISSAL ALL AGE GROUPS



January 2024

Parking

Parents and visitors are invited to park in the lot located on the west side of the building, in front of the child care centre (staircase entrance). Please be mindful of the accessible parking spots reserved for those with valid permits. Additional parking is available in the north parking lot.

Electronic Devices

For the *safety* of your child(ren), **staff, children and parents/guardians are required to turn off and put away electronic devices**, including cell phones, tablets, cameras and recording devices when entering the premises. School-age children with phones are to hand them in at the office and pick them up when leaving.

Security

Your child's safety and well-being are our priority. Our security system effectively limits access to parents/legal guardians who have active security passes, as long as all parents are using the system correctly. Two security passes are included in the enrolment fee. Each parent or authorized pick-up person who enters the centre regularly must have a pass. For parents who have lost or misplaced their pass, one week's grace will be given. After one week, a new pass will be issued and charged to your account. **Additional or replacement security passes may be obtained through the office at a cost of \$25.00.** These non-refundable passes remain the property of Happy Life and must be returned when you are withdrawing your child from the centre on the last day the child is in attendance.

In order for our security system to operate safely and effectively, please remember:

1. Passes are for adult use only.
2. Please do not let others in on your pass.
3. LOST OR STOLEN PASSES MUST BE REPORTED TO THE OFFICE IMMEDIATELY.
4. If there is a non-pass holder picking up your child, they should use the doorbell at the upper hallway entrance in order to be given access. All non-pass holders (including parents who have forgotten their pass) will be **required to sign-in**.

SCHEDULES & ROUTINES

Each classroom educator is responsible for planning an engaging programme based on the children's interests and development. Programmes are regularly reviewed by the Supervisor and are posted outside the classroom each week. Learning is documented and shared through photos and the display of children's artwork and activities. Occasionally, photos are shared with our church congregation during worship services or meetings.

Our programmes include opportunities for creative expression, outdoor play, literacy activities, sensory experiences, shared and co-operative play. Our classrooms include a variety of toys, rotated regularly, books, puzzles, games, dramatic centres, water tables, craft and art supplies. The goal of our programme is to foster skill development, independence, a positive self-image, and healthy relationships with others.

Sleep and Rest Time

For the health and well-being of our toddlers and preschool children, a two-hour sleep/rest time is scheduled every day. During this time, while children are on their beds, educators perform a direct visual check of each child in their care every fifteen minutes. Educators ensure that the child's face/head is free and clear of blankets or other suffocation hazards. No small toys are allowed on the child's bed, but a soft, comforting toy is permitted. The use of soothers is discouraged; however, one may be used during the first couple of weeks to help a new child adjust to the routine. Please provide a blanket for your child to use at the centre. The centre will assign each child his/her own cot and provide a sheet, which is laundered weekly.

In accordance with Ministry of Education requirements, each child must be provided an hour rest. After this hour, they have an opportunity to find a quiet activity, i.e. books, puzzle. We ask that parents do not drop off their child at the centre during rest time as this becomes upsetting and disruptive to the other children who are resting.

Lunches and Snacks

A morning snack is available for all children. Lunch is provided for children attending a full day programme. An afternoon snack is provided for toddlers and preschoolers, as well as Kindergarten and school age children attending our After-school Programme. We follow a rotating, four-week menu plan, and menus are posted on bulletin boards throughout the centre.

HAPPY LIFE CHILD CARE CENTRE IS A PEANUT/TREE NUT FREE FACILITY

What to Bring

Each day, please bring a sturdy bag labeled with your child's name, to hold spare clothes and art work. Each child in the Toddler and Preschool Programme will also need a light, small-sized blanket for rest time. This will be placed in your child's cubby at the end of each week to be laundered and is to be brought back at the beginning of the following week. We will provide a sheet for your child's cot, laundered weekly. Each child should have a spare set of clothing available in his or her bag. This may be left in his or her cubby during the week, but must be taken home on Fridays. All art work should be taken home weekly.

Clothing

All clothing should be labeled your child's name. Clothing should be practical, allow for safe easy movement and dressing. To ensure that each child is able to participate in daily outdoor play in comfort and safety, please send appropriate clothing for current weather conditions: e.g. hooded jacket, snow pants, hat, mitts, neck warmer, boots and indoor footwear for the winter months. For summer, a summer hat (with brim) is required. Please do not send clothing with drawstrings or cords which could be a potential safety hazard. Sunscreen is provided by the centre and applied with written parental consent. Running shoes for climber equipment safety and for comfort during active play are necessary all year round. We will not allow open-toed sandals or flip flops to be worn on the equipment. School age children must remember to keep a pair of indoor shoes or slippers at the centre.

All found articles are placed in the Lost and Found box. Articles left in cubbies over the weekend will be placed there by cleaning staff. Happy Life Child Care is not responsible for lost or misplaced items.

Loaned Items

Should there be a reason for you child to be changed and Happy Life Child Care lends clothes to your child to go home dry and comfortable, please wash them and return them to the centre promptly.

PLEASE DO NOT SEND: Toys from home, Candy, or Gum, Food (other than packed lunch for kindergarten and school age children)

Transportation

Children who attend Madoc Dr. Public, C.W. Sullivan, or H.F. Loughin schools will be escorted to and from school as part of our Happy Life Before/After School programme. If a child requires bus transportation to another school, this must be arranged by the parent. Happy Life will ensure your child is escorted to and from the bus. During inclement weather, if busses are not running, it is the parent's responsibility to transport his/her child to school. Children registered for the Before/After School programme cannot remain at the centre due to school closures or bus cancellations.

Field trips are often scheduled during our *Summer Fun* programme. A bus company will be hired to transport children to all field trips and parents will be asked to provide written permission for their children to participate in the trip.

Neighbourhood Walks

Our toddlers and preschool children occasionally take walks around the neighbourhood. The toddlers ride in specially designed buggies, ensuring a safe and comfortable outing. Educators will post a route map and estimated time of return on the classroom door.

Classroom Management & Self-Regulation

Children require a safe and healthy environment that supports positive growth and well-being. Our educators create well-managed classroom environments, setting appropriate limits that help children regulate their behaviours and develop self-control, while at the same time permitting creative expression. Our educators use a variety of strategies to help children regulate their behaviour. These strategies include setting realistic limits and expectations, redirection and positive reinforcement, natural and logical consequences.

No staff member shall ever use physical punishment, deprivation of basic needs, yelling, threatening, scolding, harsh or degrading measures to discipline a child. To do so will result in immediate dismissal.

For more information regarding classroom management, behaviour regulation, and prohibited practices, please see our Behaviour Management Policy.

HEALTH & SAFETY

Food Allergies

At Happy Life, we provide nutritious lunches and snacks. We cannot accommodate individual likes and dislikes. However, we will gladly provide substitutions where there is a medical allergy or restriction, or to accommodate dietary restrictions due to religious beliefs. If your child has a food allergy, this **MUST** be noted on the child's enrolment form and accompanied by a physician's note. Although we strive to provide a "nut-free" environment, we will not admit a child with a known nut allergy without a prescribed epi-pen and anaphylaxis emergency plan.

Cleaning and Sanitizing

Happy Life retains the services of a professional custodial company to keep our premises clean and safe. In addition, regular cleaning and sanitizing practices are carried out by our educators, in accordance with Public Health procedures and our Sanitation Policy. Our kitchen is equipped with a dishwasher/sterilizer, to ensure that all dishes and equipment are clean and sanitized. Each classroom has a bleach solution for cleaning and sanitizing furnishings and toys. Any toys brought into contact with a child's mouth are removed and disinfected.

Handwashing

Detailed handwashing instructions for children and staff are posted in washrooms and handwashing stations. All handwashing must take place in these designated areas. Children will wash their hands before eating, after using the toilet, after water play, after sneezing/coughing etc. For our complete list of "when to wash", please see our Handwashing Policy.

Accidents

While accidents are extremely rare, in all cases an accident report will be completed by the staff member who observed the accident. The report will detail the events leading up to the accident, the nature of any injuries, and first aid given, if required. This report will be shown to the parent, for their signature, when the child is picked up. The parent will receive a copy of the signed report and another copy will be placed in the child's file. In the event of a more significant accident/illness (i.e. the child required more than a bandage, cold cloth, comfort), the parent will be notified immediately. If the parent cannot be reached, we will contact the emergency contact on file.

Illness

To maintain a safe and healthy environment, we do not permit entry into the centre of children who are obviously ill (i.e. fever, diarrhea, vomiting, or with a contagious disease such as mumps, measles, pink eye, chicken pox, etc.). It is your responsibility to advise the centre if your child contracts a contagious disease, and to provide a physician's note stating that your child is no longer contagious and is well enough to return. Each morning, the educator on duty will greet you and your child cheerfully, and conduct a very simple health check of each child. If your child appears ill, the centre has the right to refuse the child admission, and other arrangements for care must be made until the child is well. Parents will be informed of the outbreak of any infectious diseases. A notice will be posted on the Happy Life information board at the main entrance of the centre and also outside the classrooms.

If your child becomes ill during the day, you will be notified so that you can make immediate arrangements to have your child cared for at home. We will keep your child in a quiet restful place until you arrive.

Please do not request that your child be kept indoors during outdoor play time. The Child Care and Early Years Act, 2014, requires that your child be outdoors for two hours each day. If a child is too sick to be outside, they are probably too sick to be in child care. We cannot provide care for school aged children who are ill during regular school hours.

It is our general policy that a child who has had a contagious disease should have a note from the physician stating that they are free from disease, before they are permitted back at the centre. This note will be required at the discretion of the supervisory staff.

Medication

Staff are permitted to administer medication to your child **only if** prescribed by a physician or accompanied by a physician's note. The child's name, date purchased, dosage amount and frequency must be clearly labeled on the container. In the case of non-prescription medication (i.e. Tylenol in case of fever because of risk of febrile seizures) a new unopened container must be initially provided. **All medications must be reported to the educator, and the parent is responsible for signing the medication form, with full instructions for the administration of the medication.** Medication will be kept in a locked box in the kitchen. Asthma/allergy medications will be kept with the child's educator. Parents are requested to pick up their child's medication at the end of each day. Medication must never be left in a child's bag or cubby. The Child Care and Early Years Act allows school-aged children to carry and self-administer prescribed asthma or emergency allergy medications. Regardless of age, children are never to be allowed access to the medication storage boxes.

Anaphylaxis

For the protection of children with known allergies, we endeavour to control the food that enters our centre. Food not ordered by or approved by our management team is not allowed in our centre. When purchasing food, all ingredients are checked carefully. Any known child food allergies are posted in the lunchrooms, classrooms and kitchen area. We aim to keep our centre peanut/nut free at all times.

On enrolment, or when a parent/guardian informs the centre of a child's known allergy, the parent/guardian is asked to complete an **emergency action plan**. This individual action plan includes a description of the allergy, signs and symptoms, avoidance strategies, and procedures to follow in the event of an allergic reaction. This plan will be completed with the supervisor and the supervisor will then inform and train all staff members on the action plan. The individual action plan, with the child's photo, will be posted in classrooms, kitchen, staff room, and carried with the educator in the class attendance book. Happy Life staff members regularly review the individual action plans. Epi-pens, clearly labeled with the child's name, will be carried by the child's educator at all times.

Cleaning Medical Aids and Equipment

Parents are responsible for the initial cleaning of all medical devices. Inhalers/puffer chambers used daily will be returned to parents daily for cleaning. Inhalers/puffer chambers kept at the centre to be used as needed will be cleaned by staff, with soap and water, after each use.

Syringes or any other devices will be rinsed out with warm running water and placed back with the medication box for parents to take home for cleaning on a daily basis.

Thermometers used at Happy Life are ear thermometers, with ear cups supplied for single use only, or touchless forehead thermometers. Thermometers are cleaned with alcohol wipes after each use.

Pets

Due to allergies and other health concerns, pets are not allowed to visit or reside in the centre. Fish tanks are permissible, and teachers are responsible for their proper care and cleaning.

Smoking

Brampton Church of the Nazarene and Happy Life Child Care Centre are smoke free facilities. No smoking/vaping is permitted anywhere on the property, including the parking lots, even if no children are present.

PARENTS' QUESTIONS & CONCERNS

Parents are encouraged to take an active role in our child care centre and regularly discuss their child's needs and development with our educators. Any questions or concerns regarding the care we provide should first be expressed to the child's educator. If further assistance is required to resolve a situation, parents may also contact our supervisor and/or administrator in person, by phone, or by email. The supervisor or administrator will respond within two business days. If necessary, a meeting will be arranged for all concerned parties to discuss/resolve the issue. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of those involved. Please see our Parent Concerns Policy for more information.

Our centre maintains high standards for positive interactions and communication. **Harassment, discrimination, aggressive behaviour, abusive or offensive language will not be tolerated.**

Concerns Regarding Suspected Abuse or Neglect of a Child

We are required to follow current government legislation regarding suspicion of child abuse. In accordance with the Child and Family Services Act s.72(3), any staff member with reasonable grounds to suspect that a child is or may be in need of protection must make a report directly to Children's Aid Society. This report must be made without any discussion with any other person employed at our centre.

SERIOUS OCCURRENCES & EMERGENCY PLANS

In accordance with Ministry of Education requirements, Happy Life Child Care Centre is required to post a **Serious Occurrence Notification Form**, in the event of a serious occurrence (ex. a disruption of normal operations of the centre, life-threatening injury or illness of a child, missing child). The Serious Occurrence Notification Form will be posted within 24 hours in the front hallway, alongside the childcare licence and Licensing Summary chart. The purpose of the Serious Occurrence Notification Form is to provide a brief overview of a serious occurrence for parents.

Happy Life Child Care Centre has emergency management policies and procedures, including two evacuation sites (Madoc Drive P.S./Century Gardens), in place. Parents will be informed of an emergency by notice at the door, phone and/or email depending on the nature of the emergency and how it impacts your child and our service provided. If service is interrupted due to an emergency, parents/guardians will be notified of the emergency and when regular service will resume.

Emergency Contingency Plan

In the event of an emergency requiring evacuation/relocation, the children and staff of Happy Life Child Care Centre will be taken to one of our Evacuation Sites:

Madoc Dr. Public School
49 Madoc Drive, Brampton L6V 2A1
905-457-3440

Century Gardens Community Centre
340 Vodden Street, Brampton, L6V 2N2
905-874-2814

Emergencies which may require evacuation/relocation: flood, no potable water/water interruption, power outage, sewage back-up, structural damage to the building. In the event of an emergency/evacuation, parents will be contacted by phone.

Fire Emergency

A detailed fire safety plan is posted in each classroom. Monthly fire drills and regular inspections of all fire safety equipment are conducted. In the event of fire, children will be evacuated immediately, emergency services will be called, and parents will be contacted.

PARENT AGREEMENT

- ✓ I have read the Parent Handbook in full, and I agree to carry out the parent responsibilities as outlined therein.
- ✓ I agree to submit proof of immunization on or before the first day of attendance at the child care Centre, as required by law.
- ✓ I understand that for the benefit of all, sick children cannot be admitted if they are considered contagious- e.g. measles, pink eye, lice, etc., or show signs of a fever, diarrhea or vomiting.
- ✓ I understand that if my child becomes ill during the day, he/she will be isolated and I will be contacted to pick him/her up.
- ✓ I agree to notify the Centre if my child will be absent.
- ✓ I understand that the Centre cannot be responsible for children who have not been brought into their care, or who have been dismissed by the educator to the parent/person designated by that parent. I agree to escort my child to the classroom or playground until his/her arrival is acknowledged by the educator, and that upon departure, my child must be with me until I leave the building.
- ✓ If I fail to contact the Centre for **one week** without making prior arrangements with the Supervisor, I understand that my child may be considered to be withdrawn from the program.
- ✓ In the case of withdrawal of my child from the program, I agree to give at *least two weeks' written notice*, prior to withdrawal. **Failure to do so will result in two weeks' fees being charged to my account, in lieu of notice.**
- ✓ **I understand that there is no vacation credit and that fees are due to Happy Life while my child is on vacation.**
- ✓ Should the Supervisor or Designate decide that my child cannot adjust to the program, or that I have not fully carried out my responsibilities as outlined in this agreement, my child may be dismissed from the program after ten (10) days written notice from Happy Life Child Care Centre, and this agreement will be terminated. Under extreme circumstances, termination may be effective immediately depending on the severity of the situation.
- ✓ Should it be deemed necessary by the Centre for a family to remove their child from the Centre, there will not be any further charges or fees from the last day attended.
- ✓ If the parent chooses to withdraw and terminate services without 2 week's notice, the parent is responsible for 2 weeks fees and will be charged in lieu of notice.
- ✓ I understand that if my child **exits** the Centre past the scheduled closing time of 6:00 pm, late fines will be charged according to the current schedule as outlined in the Parent Handbook. If I fail to pick up my child or to contact the Centre regarding the pickup of my child, I understand that the Police and the Children's Aid Society may be contacted.
- ✓ **I understand that each regular pick-up person is required to have a security entrance pass. If someone picks up my child and does not have a security pass, after the 3rd time, a pass will be issued and my account charged. For misplaced passes, one week's grace will be given. After one week, I understand that a new pass will be issued and the cost will be charged to my account. All passes remain the property of HLCCC and must be returned when my child is withdrawn from the Centre.**
- ✓ I agree that only pre-authorized adults may pick up my child. If it is necessary to designate any additional persons, written instructions will be supplied to the room educator in advance.
- ✓ I understand that should there be any special custody arrangements for my child, it is my responsibility to inform the Supervisor or Designate and provide copies of the relevant documents. Otherwise, my child will be released to either parent/guardian.
- ✓ I understand that pictures are taken of the various activities my child may be involved in and that on occasion, these pictures are shown during a church service, congregational meeting or day care function.
- ✓ I understand that the Centre is not responsible for any personal articles lost/stolen and I will not be reimbursed for such items



- ✓ ***I acknowledge that fees are due and payable by the first day of each month. Should my fees not be received the account will be considered to be in arrears on the Monday following the first unpaid week of care, and may result in dismissal.***
- ✓ *I understand that an administration fee of \$50.00 will be charged to my account each month until the account is back in order.*
- ✓ ***I understand that there is no reimbursement or deduction of fees for sick days or statutory holidays.***
- ✓ *For School age children, fees are payable monthly for the months during the school year. Additional fees are charged for full time care during Christmas Break and March Break. During the summer months, fees are charged weekly, based on the weeks of care signed up for during Summer Fun registration.*
- ✓ *I understand that Happy Life Child Care Centre can and will make changes to policies and the Parent Handbook as the need arises and that written notice will be provided.*
- ✓ *Under the Cannabis Act 2017 and the Smoke Free Ontario Act 2017, the smoking of medical and recreational cannabis is prohibited in the same places where smoking tobacco and the use of electronic cigarettes is prohibited. This includes the Child Care Centre within the meaning of the Child Care and Early Years Act 2014, whether or not children are present. I understand that alcohol and abusive substances or drugs including cannabis are strictly forbidden on the premises and if the educator has reason to suspect that I or my designated person is intoxicated, Happy Life staff will refuse to release my child until a responsible adult is able to pick up. Failure to reach such a person will result in the authorities being called.*

Parent/Guardian name(s) (please print)

Child's name

Signature(s)

Date

REFERENCES:

www.ontario.ca/laws

Child Care and Early Years Act, 2014 (CCEYA)

INCLUSION POLICY

Happy Life Child Care Centre opened in 1975 and was set up as an outreach to the community. In keeping with this and our continued commitment to quality care, we welcome all children and their respective families regardless of ethnic background, faith, social or economic background, language or family composition.

Children with special needs are defined as *children who, due to emotional, familial, physical, behavioural, developmental, cognitive, or communicative factors are at risk of not maximizing their full potential*. A special need encompasses children who require support and assistance with daily living, whether formally diagnosed or not and whether a diagnosis is short or long term in nature (Ontario Municipal Social Services Association).

At Happy Life we believe children are unique individuals and accept all children, endeavouring to meet their individual needs, within the limitations and confinements of our centre (i.e. physical environment and financial aid). All children have the right to quality care and, through partnership and support with families, we are committed to providing such care.

Therefore, we provide an inclusive play-based learning programme that promotes children's well-being and holistic development.

Happy Life is committed to working with outside agencies to enhance the quality of care for all children. Our experienced educators, working alongside other agencies, support children to reach their full potential and participate fully in our programme.

We ensure that the core principles of *How Does Learning Happen?* are emphasized within our programme. We strive to give all children a sense of belonging and acceptance, by nurturing relationships with peers through various activities and co-operative games in small and large groups. The well-being of each child is our priority, and therefore we strive to incorporate a balance between an indoor and outdoor programme.

Our menu features a wide variety of foods that support healthy development, as well as accommodating those children with dietary restrictions due to medical or religious reasons.

We recognize that all children are unique, and therefore we provide a safe and stimulating environment where they can explore at their own pace and comfort level. In keeping with our programme statement, we help nurture children's confidence, self-esteem, mastery and success. Children express themselves in various ways, so we provide them with the tools necessary to assist them as they actively experiment and explore the environment within our centre.

Guiding Principles

1. Every child is looked upon as a unique individual to be treated with dignity and respect.
2. As a centre providing quality care, we must be responsive to the needs of our changing community.
3. Educators (RECE) are responsive to the diverse needs of all the children by providing this quality care.
4. With the parent's consent, children are supported through collaboration with their families, educators, and other outside agencies (PIRS). In the case of a school age child, an open communication with the school is necessary, with prior parental consent.

5. The centre's environment is set up to meet the needs of all children; staff are supported through workshops, in house training, networking, and open communication by all involved (Raising the Bar, RECE Code of Ethics). Through mentorship and collaboration with colleagues, as well as reflective practices and other professional learning opportunities, staff are informed of current child-related topics.

In order for us to involve all children equally in our programme, we have no set limit on the support required. We value the rights of children; therefore, we incorporate our children's interests into our programme, in order to create a sense of belonging. It is our goal at Happy Life to meet all the children's developmental and individual needs. We determine appropriate short and long-term goals through observation, parent support, and input from other agencies involved with the child. We then incorporate our classroom programme, child's goals, developmental needs, as well as parental input into the creation of an individualized plan. Educators record and document their observations regarding the child and use this information for future planning, goals and strategies.

At Happy Life Child Care Centre:

- Educators will work together with Peel Inclusion Resource Services (PIRS) consultants and parents to help create a learning plan.
- We have procedures and strategies to promote an inclusive setting.
- Each child is looked upon as a unique individual and treated with respect.
- Visual daily schedules are posted at eye level for children.
- Pictures are used to assist children to communicate with others.
- Educators modify activities and programme plans depending on a child's individual needs and note it on the "changes" area of the programme plan if necessary.
- Educators, in collaboration with the Resource Consultant, use an individual programme plan to assist children with special needs.
- Classrooms are setup with the material and pictures at eye level.
- Classroom furniture is placed in a manner which allows for easy mobility.
- Materials are age and developmentally appropriate.
- Our programme includes ample sensory experiences.
- Meetings are held between educators, parents and other agencies involved with the children to formulate mutual strategies; we work together to reach a common goal.

- We work to enable and empower families to mobilize social networking.
- In accordance with *How Does Learning Happen*, and *Raising the Bar*, Happy Life Child Care Centre's policies require educators to attend workshops, conferences and follow the College of ECE code of ethics.
- Educators are required to review and sign our Inclusion Policy at beginning of employment, annually thereafter, and when changes or revisions are made.

Aggressive Behaviour

At Happy Life Child Care Centre, continuous, aggressive physical or verbal behaviour toward other children or staff will not be tolerated.

These behaviours include, but are not limited to: inappropriate language (swearing, racist/homophobic or any degrading comments), bullying/threatening, refusing to follow rules, disrespecting staff, hitting/kicking others, disruptive behaviour and destruction of property.

The severity of an incident will be the main determining factor as to how the incident will be dealt with and appropriate steps to be taken. When an incident does occur, the Supervisor/Designate will make the decision as to whether the parent will be contacted immediately to come and pick up the child, and/or a meeting will be arranged to discuss the incident.

At the discretion of the Supervisor/Designate, based on the severity of the incident, the child may be suspended immediately and will not be allowed to attend the centre until a meeting with the Supervisor/Designate and parents has taken place. We will make all efforts to arrange a suitable time, however, if one cannot be agreed upon one will be assigned by the Supervisor/Designate in order to try to resolve the conflict as soon as possible.

At the meeting, the behaviour or incident will be discussed, hearing all sides involved with the intent to resolve the matter on a positive note if possible. The meeting will include Supervisor/Designate and staff involved (if necessary), the Administrator and a member of the church board depending on the situation.

If the behaviour is a repeated incident, destruction of property, a safety concern that involves the child or other children/staff, parents will be contacted immediately to pick up their child and a meeting arranged for a later time. Depending on the behaviour displayed, severity, and repeat nature of the incident, and at the discretion of the Supervisor/Designate, the child may be suspended up to 3 days. Parents will not be reimbursed any fees for missed time away from the centre.

Upon the child's return to the centre, our educators will continue to make every effort to provide guidance and problem-solving techniques when working with the child, in accordance with our inclusive programme. We will work together with community resources and parents to ensure the best possible outcome for the child and family.

Procedure for Educators

The needs of families are diverse; therefore, we ensure that our educators are knowledgeable about the current issues that affect children and families within our programme. Staff members will be required to attend workshops to enhance their professional knowledge regarding diverse needs of children in the classroom. Each staff is required to take at least one workshop that focuses on special needs. This can be in-house training, CDRCP workshops, or professional development provided by other agencies.

Procedure for PIRS

PIRS works in partnership with the centre and families to support the children in our care who may require assistance. Through collaborating with families, educators, and other agencies the Resource Consultant is connected to the service provider (childcare centre). The educators (RECE) work alongside the Consultant(s) to plan and incorporate a programme that is structured to meet the present needs of the child. PIRS can also provide information about other agencies. They offer support until the child transitions from childcare to full day school. The centre provides space for the families to connect with a resource consultant during business hours for meetings.

Withdrawal/Termination

We will make every effort to accommodate each child, keeping in mind individual needs, safety/flight risk, and health and well-being (within limitations/confinements of our centre) while adhering to Ministry ratios.

When all efforts have been made to continue the placement process, and all necessary steps have been taken, and we are unable to meet the needs of the child, we will meet with family about finding alternate care that can meet the child's holistic well-being.

Withdrawal or Termination is only done when:

- All efforts have been made to continue the placement process; see PIRS *Continued Placement Process* and Happy Life Parent Handbook protocol.
- Documentation recording all actions taken is on file.
- Health/Safety concerns for child and/or other children and staff cannot be resolved.
- The programme is not able to meet the needs of the child.
- Parents have refused assistance, or all avenues of assistance have been exhausted; or a partner agency has recommended withdrawal/termination.

Once all necessary steps have been taken and the needs of the child cannot be met, the Centre will provide a period of time for the family to explore other appropriate resources.

PIRS CONTINUED PLACEMENT PROCESS

(Taken from PIRS “Memorandum of Understanding”)

Research shows that successful inclusion increases when families and Service Providers work together. By working in partnership, the opportunities to build on successful outcomes will be strengthened. Service Providers guide children in a positive manner, at a level that is appropriate to a child's developmental age and actions, in order to promote a sense of belonging, well-being, engagement and expression. Service Providers should refer to their Inclusion Policy and it should be supported by procedures that are consistent with guiding principles and congruent with the program's policy.

To effectively increase inclusive practices there must be a consistent and accountable approach to the process of addressing each child's individual needs, i.e. medical/physical, social/emotional, behavioural, etc. When concerns arise and any child's placement is at risk, Service Providers, families and PIRS Resource Consultants (when consent is granted), along with any other professionals, must ensure that every effort has been made to continue the placement and that child care provider documentation is on file with a record of actions.

Please keep in mind that there is always a need for flexibility. This process may vary and will reflect the individual child and/or unique situation. When the process has been implemented in a timely and effective manner, it is a successful way to increase inclusion, support children and families and build on the Service Provider's strengths.

To ensure this process is effective and collaborative, the Service Provider will identify who from the program will take the lead, to make certain the following are implemented e.g. Supervisor, Lead ECE in the classroom, etc.:

- Assess the environment, schedule and program. Have there been any changes for the child or the Service Provider/Educators? Could there be any changes to the environment?
- Begin to make some informal observations and record data that will support their concerns.
- Discuss observations/concerns with the child's parent/guardian(s), including both positive comments and constructive feedback related to issues of concern. Be supportive of the parent/guardian(s) to build a good working relationship on an ongoing basis.
- Consider the following related to the child: medical, physical, emotional and cognitive factors.
- Record the child's strengths, needs and interests.
- Discuss general classroom strategies, seek resources from the PIRS Resource Consultant
- Explore services currently being assessed by the child and family (e.g. speech, social worker etc.).
- Additional strategies may need to be put in place by the Service Provider/Educator. Some examples of these could include but are not limited to:
 - A safety plan
 - A communication Book between home and Service Provider
- A PIRS referral may be initiated to support the child, family and Service Provider if concerns persist
- Continue to implement all agreed upon strategies and suggestions.
- The relevant people of the licensed child care program, PIRS Partners, Quality Initiative Mentor, Early Years Specialist, PIRS Service Area Lead (where appropriate) and the family, will have ongoing meetings to review and evaluate progress.

Once all of these capacity building steps and actions have been taken, and it is found that the child's needs cannot be met within the program, the Service Provider may recommend withdrawal of care.

It is expected that the Service Provider will provide a reasonable period of notice to the family and during this time, in consultation with the PIRS Resource Consultant, will explore options regarding other child care and community resources to support the child and family.

BEHAVIOUR MANAGEMENT POLICY

Behaviour Management involves teaching children self-control and the limits of acceptable behaviour in society, while still permitting creative expression. Each child has the right to an environment that creates and maintains a safe and healthy setting, supporting his/her growth and welfare. The aim of each educator is to provide this environment.

When a behaviour/self-regulation problem arises:

1. The educator should think about the following:
 - When/Where did the problem occur?
 - Has the same situation occurred before?
 - Was the action intentional?
 - Were behaviour expectations realistic/age appropriate?
 - Were other options available to the child? Could he/she have been redirected?
 - Was the child being asked to sit/wait too long?
 - Were there enough items/interesting activities for the number of children involved?
 - Was the educator paying close enough attention, did the educator wait too long to intervene?
2. Choose an appropriate strategy:
 - Re-direction: If a child cannot cope in a group activity, he/she should be re-directed to a quiet activity until he/she has relaxed enough to join in with the others. As much as possible, problems such as over-enthusiasm or excessive inappropriate behaviour should be anticipated by the educator. The behaviour should be ignored, while getting the child interested in another project.
 - Positive Reinforcement: Focus on appropriate behaviour the child has demonstrated and find ways to reinforce it. Present the child with an appropriate/positive choice/activity and offer positive feedback/consequences.
 - Natural Consequences: When possible, allow children to experience the natural consequences of their behaviour (ex. playing too roughly breaks their toys). Never respond with “I told you so”, or other negative comments.
 - Logical Consequences: When necessary, provide the child with a logical consequence for his/her behaviour (ex. playing too aggressively=putting toy away and choosing something else)
3. Use an appropriate tone of voice:
 - As professionals, tone of voice sends an important message, especially to children. Voice tone should be consistent with words used. Nagging, yelling, threatening or scolding are inappropriate, and may be considered verbal abuse, which is subject to immediate dismissal.

REMINDERS:

- a) Whenever possible, classes should be divided into two smaller groups during extremely busy, active, or transition times.
- b) Dramatic play that is aggressive or offensive must be discouraged. There should never be any “gun play” or “war”.
- c) Problems should be dealt with and forgotten. Reminders of past inappropriate actions are not helpful.
- d) Negative “tattle-tales” should be discouraged. The child should be told that you are aware of the problem and will deal with it.
- e) Children struggling with self-regulation must never be left unsupervised. Children who need a quiet space should

be directed to a place where they can still hear and observe. When they are able to manage, they can rejoin the group.

PROHIBITED PRACTICES

According to **Ontario Regulation 137/15, section 48**, *no licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at premises where it oversees the provision of child care:*

- 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 purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking exits 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 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

CONTRAVENTION OF THE BEHAVIOUR MANAGEMENT POLICY

ABUSE: Any physical punishment or deprivation of basic needs (such as bedding, food, clothing) will be considered forms of abuse. Harsh or degrading measures (such as force-feeding) will be considered forms of abuse. Any form of abuse will result in IMMEDIATE DISMISSAL.

All staff members are responsible for reporting any observations of harsh or inappropriate treatment of a child by other staff members, children or parents.

DISOBEDIENCE/BULLYING/AGGRESSIVE BEHAVIOUR

At Happy Life Child Care Centre, continuous disobedience, bullying, or aggressive physical or verbal behaviour toward other children or staff will not be tolerated. Disobedience to authority figures and bullying occurrences will be met with immediate discipline. Unacceptable behaviours include, but are not limited to; inappropriate language (swearing, racist/homophobic or any degrading comments), hitting/kicking, bullying/threatening, refusing to follow rules, disrespect toward staff, disruptive behaviour and destruction of property.

Bullying behaviour is defined as any on-going attempts to belittle, intimidate, exclude, or otherwise exercise power over another person. Examples of bullying include name-calling, saying or writing negative comments, leaving others out of activities, taking/destroying someone's property, hitting/kicking, teasing/taunting, making someone feel unwanted or uncomfortable.

Educators, not children, determine what is considered acceptable behaviour at Happy Life. Rules and routines are designed to keep children safe and create a positive environment for all. Children will be expected to treat all staff members with respect, and obey rules and instructions. Rules and expectations will be clearly communicated to all children.

The severity of an incident of disobedience/bullying/aggressive behaviour will be the main determining factor as to how the incident will be dealt with and appropriate steps to be taken. When an incident does occur, the Supervisor will make the decision as to whether the parent will be contacted immediately to come and pick up the child, and/or a meeting arranged to discuss the incident.

At the discretion of the Supervisor, based on the severity of the incident, the child may be suspended immediately and will not be allowed to attend the centre until a meeting with the Supervisor and parents has taken place. All efforts will be made to arrange a suitable time; however, if one cannot be agreed upon one will be assigned by the Supervisor in order to try to resolve the matter as soon as possible.

At the meeting, the behaviour/incident will be discussed, hearing all sides involved, with the intent to resolve the matter on a positive note if possible. The meeting will include the Supervisor, other staff involved (if necessary), the Administrator, and a member of the church board, depending on the situation.

If the behaviour is a repeated incident, destruction of property, or a safety concern that involves the child or other children/staff, parents will be contacted immediately to pick up their child and a meeting will be arranged for a later time. Depending on the behaviour displayed, severity and repeat nature of the incident, and at the discretion of the Supervisor, the child may be suspended for up to three days. Parents will not be reimbursed any fees for missed time away from the centre.

Upon the child's return to the centre, our educators will continue to make every effort to provide guidance and problem-solving techniques when working with the child, in accordance with our inclusive programme. We will work together with community resources (if applicable) and parents to strive for the best possible outcome for the child and family.

Should another incident of disobedience/bullying/aggressive behaviour occur, parents will be contacted to come and pick up the child immediately. The Supervisor, in consultation with the Administrator and church board, will decide whether it is in the best interest of the child and centre for the child to return, or if the child's placement at the centre should be terminated (see INCLUSION POLICY) Parents will be given ten business days notice of termination, and no fees will be charged after the child's last day of attendance.

PARENT ISSUES & CONCERNS

Happy Life Child Care Centre provides a transparent and productive process for parents/guardians and staff to address any issues and concerns. Parents/guardians are encouraged to take an active role in their children's care and regularly discuss their children's experience with our educators. As outlined in our Programme Statement, we support positive and responsive interactions between children, parents and staff by fostering on-going communication about our programme and children in our care.

Timeliness

All issues and concerns raised by parents/guardians are taken seriously by the Administrator and Supervisor. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. An initial response to an issue/concern will be provided to parents within one business day of the Administrator/Supervisor becoming aware of the situation. The person who raised the issue/concern will be kept informed throughout the resolution process.

Confidentiality

Parents' issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be communicated to parents verbally and/or in writing as appropriate. Details provided to parents will respect and maintain the confidentiality of all parties involved.

Investigations of issues/concerns will be fair, impartial and respectful of all parties involved. Every issue/concern will be treated confidentially and every effort will be made to protect the privacy of parents, children, Happy Life staff, and other involved parties. This confidentiality does not extend to information which must be disclosed for legal reasons (ex. to the Ministry of Education, College of Early Childhood Educators, Children's Aid Society, or police).

Conduct

Our centre maintains high standards for positive interactions, communication and role-modelling for children. Harassment, violence or discrimination of any kind (verbal, physical, written, etc.) will not be tolerated from any party. If, at any point, a parent/guardian or member of staff feels uncomfortable, threatened, abused, or belittled, he/she may immediately end the conversation and report the situation to the Administrator/Supervisor.

Concerns about Suspected Abuse/Neglect

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 directly (905-363-6131).

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

Procedures for Expressing Concerns

Programme-Related Concerns (i.e. schedules, sleep routines, activities, menus, toilet training, etc.)

- Parents are encouraged to raise the issue/concern with the classroom educator directly.

Operations-Related Concerns (i.e. fees, hours of operation, waitlist, etc.)

- Parents are encouraged to raise the issue/concern with the Administrator or Supervisor

Staff or Parent Conduct Related Concerns (i.e. staff conduct, supervision, etc.)

- All issues/concerns about the conduct of staff, parents, etc. that affect the health, safety, or well-being of a child should be reported to the Supervisor/Administrator as soon as the parent/guardian becomes aware of the situation.
- Issues/concerns regarding the conduct of Students/Volunteers at the centre should be addressed to the classroom educator responsible for supervising the student/volunteer or the Supervisor.

Procedures for Responding to Issues/Concerns

- The educator or staff member who is initially approached by the parent/guardian will address the issue/concern at the time it raised and/or arrange for a meeting with the parent within two business days.
- The Supervisor or Administrator may help to address the issue/concern and attend the meeting if applicable.
- If the issue/concern requires investigation, the Supervisor/Administrator will ensure that the investigation is initiated within two business days, or as soon as possible. Any reasons for delay will be documented.
- A Parent Concern Form will be used to document the issue/concern (including date and time it was received, name of person reporting issue/concern, details of the issue/concern, steps taken to resolve the issue, information given to parent, next-steps/referrals/follow-up)
- The resolution/outcome will be reported to the parent who raised the concern.
- If applicable, the parent/guardian will be given contact information for the appropriate person/agency for further assistance (i.e. Ministry of Education, College of Early Childhood Educators, Region of Peel, Church Board)
- If applicable, the Supervisor/Administrator will report the issue/concern to other parties as appropriate (i.e. local college, Ministry of Education, Peel Region, etc.)

Escalation of Issues/Concerns

- If a parent/guardian is not satisfied with the response or outcome, he/she may communicate this verbally or in writing to the Administrator and the Church Board, who will respond to the concern.
- Issues/concerns related to compliance requirements set out in the *Child Care and Early Years Act* must 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 (i.e. public health department, fire department, Ministry of Labour, College of Early Childhood Educators, etc.)



Contact Information

Elizabeth Baxter-Lalar, Administrator
Happy Life Child Care Centre
905-457-1581 happylifechildcare@gmail.com

Angela Anderson, Supervisor
Happy Life Child Care Centre
905-457-1581/647-553-9043, happylife1975@gmail.com

Church of the Nazarene, Brampton
905-451-5986

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