

## 1. ORGANIZATION

Nursery Two Child Care is an incorporated, non-profit, charitable organization.

Nursery Two has a voluntary Community Board of Directors consisting of members of the community.

Our organization is licensed by the Ministry of Education.

The professional staff within our organization have training in Early Childhood Education, or equivalent training recognized by the Ministry of Education, and have a variety of experience working with young children.

## 2. OBJECTIVES OF ORGANIZATION

- To offer quality child care service to families
- To provide a program of child development and early childhood education
- To promote involvement of families in the operation of our child care centres
- To educate parents and the public on the importance of a high-quality child care system
- To influence decision-makers on child care issues

Our Early Childhood Education Programs are planned to provide challenging, creative programming and to promote the overall growth and development of young children.

The play environment is designed to meet the social, emotional, intellectual, and physical needs of the young child. Children, sometimes alone and sometimes in collaboration with others, play out their fantasies and events of their daily lives. Through play young children consolidate their understanding of the world, their language and their social skills.

The daily schedule reflects the importance of providing children with the opportunity for active and quiet play indoors and outdoors, for self-directed activity and structured time.

Age appropriate toys are provided for the shared play experience of all children.

*Entering our Early Childhood Education Programs is to step into a world of wonder, exploration, and discovery.*

### 3. ENROLLMENT AND ORIENTATION PROCEDURE

A child will be accepted in the program when:

- The child accompanies parent(s)/guardian(s) on a preliminary visit
- The child is at an appropriate age
- The program meets the child's needs
- The parent complies with the Organization's orientation procedures and policies
- All paperwork is completed
- All financial arrangements have been put in place

### 4. ATTENDANCE

Children that arrive prior to 9:15 a.m. can take full advantage of the educational program. A child's consistent late arrival may hinder their ability to adapt socially and emotionally in the program. Regular attendance of your child is expected as it generally promotes better adjustment to the program.

If your child is unable to attend program due to illness or vacation, please notify the centre in the morning. Notifications of vacation plans are required.

Contact Information	
Nursery Two Administrative Office	705-745-7553
Nursery Two @ <b>St. John</b>	705-874-3848
Nursery Two @ <b>St. Alphonsus</b>	705-745-3353
Nursery Two @ <b>St. Joseph's</b>	705-874-5199
Nursery Two @ <b>Otonabee Valley</b>	705-745-0651 ext. 145
Nursery Two @ <b>Keith Wightman</b> (care provided at N2 @ St. Alphonsus)	705-745-3353
Admin Office Fax: <b>705-745-7571</b>	
<b><a href="http://www.nurserytwochildcare.com">www.nurserytwochildcare.com</a></b>	

## 5. HOURS OF OPERATION

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### Nursery Two Child Care

#### Our Programs:

- **Infant Program**
- **Toddler Program**
- **Preschool Program**
- **JK/SK & School Age Before and After School Program**
- **School Age Full Day Program**

#### Regular Hours of Operation:

**7:30 a.m. to 5:30pm**

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**Observance of the opening and closing times is essential. Staff are not available prior to 7:30 a.m. and after 5:30 p.m. Our programs close at 5:30pm; therefore, *parents must arrive prior to 5:30pm* to pick up their children.**

## 6. HOLIDAYS & SCHEDULE REQUIREMENTS

Nursery Two Child Care programs will be closed for the following days: (Parents pay for the following days)

New Year's Day	Canada Day
Family Day	Civic Holiday (August)
Good Friday	Labour Day
Easter Monday	Thanksgiving Day
Victoria Day	Christmas Day & Boxing Day

- Closed for one day in the Fall for Staff Training (no charge to parents)
- Closed for two weeks in December for Christmas Holidays. (no charge to parents except Stat/Civic Holidays)
- Parents are required to pay for all vacation/sick/absent days.
- As of January 2013, parents are charged for all Stat and Civic Holidays **regardless** of the days their children attend.

**All Nursery Two Child Care programs have a 2 day per week minimum for attendance. If your child does not attend 2 days in a week you will still be charged for 2 days. School Age Before and After Care are two separate programs, therefore 2 mornings and 2 afternoons must be attended to meet our weekly minimum, if your child is enrolled in both programs. Infant Programs have a minimum of 3 days per week, and we do not offer Nursery School hours for Infants.**

## 7. EMERGENCY CLOSURES

It may be necessary to close Program(s) for emergencies such as snowstorms, power failures, etc. Please tune in to local radio stations for announcements regarding emergency closures. There will also be a message on our website and/or social media indicating any closures. Parents are required to pay for any emergency closures.

## 8. EMERGENCY EVACUATIONS

It may be necessary to evacuate the building for emergency situations at some point. Emergency evacuations could include, but are not limited to, the following:

- Loss of heat in the building
- Fire
- Water Damage
- Etc.

In most cases, parents will be called and asked to pick up their child(ren). In some cases, however, transportation will be provided to the children, and they will be relocated to another Nursery Two Child Care site. This will be via school bus, and/or City bus. Parents will be notified in a timely manner when/if this happens about which location their child is at.

Emergency Evacuation Sites	
Regular Centre	Evacuation Site
Nursery Two @ St. John	Nursery Two @ St. Alphonsus
Nursery Two @ St. Alphonsus	Nursery Two @ St. John
Nursery Two @ Otonabee Valley	Nursery Two @ St. John
Nursery Two @ St. Joseph's	Nursery Two @ St. John

## 9. FEES

Fees are based on the cost of operating the Child Care Organization. The Board of Directors and Executive Director review the organization's financials and determine when it is necessary to increase fees.

**It is the parent's responsibility to provide us with written information regarding any changes in your child's schedule.** If we do not receive this information from you, you will be billed for any missed days. Parents pay for all absent/sick/vacation days, as well all Statutory and Civic Holidays.

Parents that are on a sporadic schedule are responsible to provide a weekly schedule at a minimum. If you do not provide us with a schedule we will assume you require full time care and will bill you accordingly. Please note that if you are on a sporadic schedule we cannot guarantee a spot on the day that care is needed if we do not receive a schedule a head of time. (It is important for everyone involved to receive schedules ahead of time).

**Upon initial enrollment a one-time non-refundable \$60 registration fee is due, as well as a 2-week deposit. Spots will not be held until these payments are received. See below for further information.**

Invoices are distributed on a monthly basis. At the beginning of each month families receive an invoice for the month prior's care. Payment is due upon receipt for care to continue. Fees can be paid by e-transfer (a staff member can provide specific instructions), cheque or money order. Nursery Two Child Care does not accept cash or change (coins) of any kind.

Child Care Fees as of September 2 <sup>nd</sup> , 2019	
Infant Program Full Day	\$50.00
Toddler Program Full Day	\$43.00
Preschool Program Full Day	\$40.00
School Age Before School	\$12.00
School Age After School	\$12.00
School Age Full Day (P.A. Day, Summer, March Break)	\$35.00
One-time Registration Fee (upon initial enrollment, one per family, non-refundable)	\$60.00
Initial enrollment 2-week deposit (upon initial enrollment, one per child, non-refundable if spot is not taken)	<p>Cost Varies – upon enrollment each family is required to pay for their first 2 weeks of care, upfront. <u>Spots will not be held until this is paid.</u> Cost will vary depending on days the child will be attending, and age group. This deposit is deducted from the first invoice issued, once the child starts with Nursery Two. This deposit is non-refundable if you choose to no longer take the spot.</p> <p><b>** For School Age families – the required initial deposit will be for 10 days' worth of care, regardless of scheduled days **</b></p>

Parents wishing to split their child care fees will need to arrange this with our Administrative Office. Nursery Two respects confidentiality when it comes to accounts, payments, etc. If parents are not together, Nursery Two will only release information about each parent's individual account to that individual. However, if one/both parent(s) fail to provide payment, Nursery Two reserves the right to reach out to both parents regarding either account status, as both accounts pertain to their child's child care spot. If both accounts are not kept up to date with payments, this will jeopardize your child's placement with Nursery Two Child Care.

## 10. FULL AND PARTIAL SUBSIDY

Nursery Two Child Care has a Purchase of Service Agreement with the City of Peterborough, which allows us to enroll children in subsidized spaces.

To ascertain subsidy eligibility, please contact the City of Peterborough at 705-748-8830. The Executive Director or our Administrative Staff will be pleased to provide further information and to answer any questions regarding subsidy.

Families receiving subsidy are expected to drop off/pick up their children within a half hour of their work shift/class time. This is an expectation of all Nursery Two Child Care programs.

Children in partially/fully subsidized spots can only attend Nursery Two within the days/hours that subsidy covers. Additional care cannot be added.

If at any time subsidy will not cover the cost of days your child attended, you will be billed at Nursery Two's full rate for each day, as per our fee chart in section 9. If you have any questions please contact our Administrative Office.

## 11. HEALTH REGULATIONS

Parent's must provide up to date immunizations records as well as complete the Peterborough Health Unit Immunization form prior to their child starting any of our programs.

## 12. OVERVIEW OF THE DAY

The following are included in each and every day: Art, Science, Pre-Literacy Skills, Pre-Math Skills, Physical Activity, Dramatic Play, Outdoor Activities, rest time.

All School Age program plans are posted on our Program Boards. All other age groups have program plans written in our curriculum books, located outside of our rooms at each program. Parents are encouraged to browse through!

Our program provides a minimum of 2 hours of outdoor play activities each day for those children that attend a full day, weather permitting. Our Before and After School Age Programs provide a minimum of

30 minutes each day of outdoor play, weather permitting. Parents must provide suitable and extra clothing for active play and varying weather conditions. Additional changes of clothing are needed in case of soiling or wetting. Labelled clothing is helpful. Parents need to provide diapers, change pad and diaper wipes for their child.

### 13. PARENT ROLE

Parent's roles vary within our organization. Beyond your responsibility as a parent it is also your role to abide by the Policies and Procedures put into place by our Organization. Within this Parent Manual are the Policies in which you are to adhere to. We welcome parents to bring any skills to our Programs that would enhance the day for the children. Parents are encouraged to take part in field trips, special events at our Child Care Programs, and offering your help as a volunteer at various events. Parents must also keep us up to date on any changes that may be important for the best care for your child.

### 14. FIELD TRIPS

Our infants go on frequent walks while remaining in child to adult ratio. The infant children are properly secured in our multi seat strollers. Our Toddler, Preschool, and older children may go for the occasional walk if it relates to something the children have been exploring or learning about.

Parents will be informed of any excursions in advance that require bus transportation and a consent form will have to be signed for each trip. Parents choosing not to have their child participate will be required to make their own alternate care arrangements at their own cost for the duration of the field trip.

Parents are always welcome to accompany their child on our trips. For transportation planning purposes, we require advance notice. A current criminal record/vulnerable sector check for participating parents will also be required prior to the event.

### 15. MEALS



A hot lunch and morning and afternoon snacks are provided.

All food is chosen based on its nutritional value and with the food preferences of children in mind.

**It is important that we are informed if your child has any allergies or dietary restrictions. Parents are not allowed to bring any food/drink to our programs due to allergies of some children and staff. Some children have life threatening allergies, and it is everyone's responsibility to help protect all children.**



## 16. REST PERIOD



All children require a time for rest and relaxation during the course of a day filled with activities and socializing.

Due to the nature of a group program, there are limitations to the extent rest periods can be individualized. Children who do not require a two-hour rest period will be given the opportunity to engage in quiet play after 30-45 minutes of rest. Children will not be prevented from falling asleep during two-hour rest period. Soft, comforting music will be played at rest time.

## 17. ILLNESS



Your child should remain at home whenever they have a fever or have been diagnosed by a physician as having a contagious disease.

Parents will be notified and requested to pick up their child when they appear to be ill and/or shows symptoms such as fever, vomiting, diarrhea, or unidentified rashes. A child can return to our program 24 hours after a fever/vomiting/diarrhea has subsided.

After an unidentifiable rash has been diagnosed by a doctor, a note from a doctor is required stating that the child is not contagious. The child may return to the program with a medical certificate stating that the child is not contagious. The note *must* be dated.

In considering whether a child is well enough to return to the program, they must be well enough to participate in indoor and outdoor activities.

Staff will not administer Tylenol, Advil, or equivalents. If a child requires these medications, they are not well enough to attend our program.

An educator can only administer medication with a written authorization from the parent. The medicine must be in the original container, clearly labeled with instruction for storage and administration. Parents must complete our Medication Forms.

**IT IS ADVISABLE TO PLAN FOR ALTERNATE CARE FOR ILL CHILDREN AT THE TIME OF ENROLLMENT.**

## 18. INJURIES

Parents will be notified immediately when a child receives an injury such as head or facial injuries, severe sprains, lacerations, etc. Minor injuries such as bumps, bruises, and scratches will be reported at pick-up time.



## 19. TOYS FROM HOME

Toys from home frequently cause conflict and envy and should *remain at home*. We are not responsible for any lost toys.

## 20. CHILD GUIDANCE

When a child's behaviour prevents them from functioning appropriately in our group settings, a parent will be notified to pick up their child. However, all behaviours will be dealt with in a positive manner by our educators and at a level that is appropriate to the child's actions and age of development. This is done to promote self-discipline, ensure health and safety, and to respect the rights of others. Please see our *Child Guidance & Prohibited Practices Policy* below:

### POLICY

#### Child Guidance & Prohibited Practices

#### Procedure:

The staff at Nursery Two Child Care will serve as positive role models to the children, parents and their co-workers. They will encourage children to treat others with similar respect.

The program will strive to ensure:

1. Schedules and routines are set to meet children's needs and understanding of time.
2. Physical space is clearly organized
3. Play materials and activities are set up to engage children's active interest and participation.
4. Staff members provide opportunities for children to take part in activities that require helping, taking turns, talking to solve problems, and group work.

5. Staff members support children's independence in daily routines and activities such as toileting, eating, picking up toys, washing tables and dressing.
6. Children are encouraged to solve problems by identifying them, thinking about alternatives, and making decisions. Staff involvement varies according to the level of the child.
7. The expectations for children are embedded in the environment and routines. Staff members anticipate problems and may be able to intervene before they happen.
8. Staff members are consistent in following through when limitations are not met. For example, positive redirection (*it's time to leave the blocks now. Do you want to paint or look at a book?*) is a follow-through behaviour guidance strategy. Positive reinforcement – *you were able to wait for your turn, thank you* – is used to reinforce children's positive behaviour.
9. Staff members will not use timeout (removing the child from the situation and leaving them alone), threats, or corporal punishment at any time.

### Guidelines

Behaviour guidance should promote children's growing autonomy, promote cooperation as well as set and reinforce limits.

1. Active listening - encourages expressing a child's feelings.
2. Negotiation - helping children solve problems/conflicts.
3. Setting limits - keeps children safe and in bounds.
4. Modifying the environment-making changes when necessary.
5. Facilitating - help children solve problems.
6. Reinforcement noticing and praise - making children feel important and valued
7. Redirect means to direct a child's attention to a different program activity
8. When aggressive behaviour arises, it will be handled in a positive manner by working with the child and using the above referenced Child Guidance Techniques.

### **The following clearly states prohibited practices but is not limited to the items listed:**

- Physical restraint of a 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 their self or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre 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 maintaining safety for children during an emergency situation (example lockdown).
- 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 the child's self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding: or
- Inflicting any bodily harm on children including making children eat or drink against their will.

\*\*Through the use of positive guidance Nursery Two Child Care provides an enriching, safe and educational environment for the children. Helping them develop self-control, self-esteem and respect for the rights of others.

Methods and techniques for appropriate behaviour management are discussed at regular staff meetings and all of our educators are required to review and sign our Behaviour Policy Standards annually.

## 21. ARRIVAL AND DEPARTURE

Parents must notify educators directly of the child's arrival and departure. Children must never be left unattended in classrooms, playgrounds, hallways, cars, parking lots, or "drop off" areas.

Parents are responsible for bringing their child in and assisting them with removal of their outdoor clothing.

The Centre must be informed whenever a person other than the parents will be picking up their child. **The educators will not release the child without this notification and photo identification.**

## 22. PARKING AREAS

Parking lots are a source of danger to young children and extreme caution must be used when entering and leaving the area.



Children are not to be left unattended in vehicles. When dropping off and picking up your child, please ensure that your vehicle's motor is turned off. Please respect the no parking zones and handicapped/administration spaces.

## 23. CRITERIA FOR WITHDRAWAL

A child is no longer able to continue in the program when:

- The child is beyond program age
- The program does not meet the needs of a child
- The child is unable to function in a group setting
- The parent does not accept the policies of the program
- The parent does not keep their account up to date with regular payments

In the event a child does not meet the criteria for continued enrollment in the program, Nursery Two may assist the family in pursuing other child care options in the community.

Parents must give a minimum of two weeks written notice **or** payment in lieu of notice.

## 24. TEMPORARY WITHDRAWAL

If a parent needs to withdraw their child temporarily, they can choose to add their child to the OneHSN centralized waitlist through our website, [www.nurserytwochildcare.com](http://www.nurserytwochildcare.com)

Every effort will be made to re-enroll the child on the requested date, however no guarantee can be given.

Registration fee & initial deposit may be required upon return to Nursery Two Child Care.

## 25. PROCESS FOR COMMUNICATION

Open communication is vital to creating a positive environment. We welcome ongoing feedback from parents. Working together with families and building on your constructive feedback and recommendations enables us to improve our programs.

Many of our programs use the HiMama app, an interactive app for parents and family members to see what their child has been doing over the course of their day. You can find more information about HiMama through our website, [www.nurserytwochildcare.com](http://www.nurserytwochildcare.com)

If you have a concern that you would like to speak with a staff about, please set up a time that is best for both you and the staff to speak together. Please remember the staff's first responsibility is the well-being of all children in our care. Therefore, they are unable to speak at length with parents during pick up and arrival times. If you would like to express your concern to a Supervisor or our Executive Director, please visit our website for contact information (email/phone).

## 26. TIPS FOR PARENTS

- Ensure that we always have current emergency contact names and telephone numbers
- Advise staff of any allergies or medical conditions
- Arrange for alternative care when your child is not well enough to participate fully in the program
- Advise the Centre each day if your child is absent due to illness or vacation
- Advise the Centre each day that your child will not be returning to the centre after school

- Ensure that your child has an extra set of clothing
- Label your child's clothing
- Provide your child with appropriate outdoor clothing at all times
- Discourage your child from bringing toys from home to their program
- Ensure that all policies and procedures outlined in the Parent Manual are adhered to at all times

## 27. VOLUNTEERS & STUDENTS

Nursery Two is fortunate to work in partnership with Colleges, Universities and High Schools as a training facility. It is important to note that only staff employed by Nursery Two Inc. are responsible for the supervision of any students or volunteers. Volunteers and students work alongside our staff to learn valuable hands on experience. Our staff is well trained and receive ongoing professional development to remain current within our field of work. No one under the age of 18 would be in a position to supervise children. Only trained employees of Nursery Two Inc. supervise children. Students and volunteers will not be left alone with any child associated with Nursery Two Inc. during their time with our Organization.

## 28. SERIOUS OCCURRENCES

Nursery Two Child Care will comply with all regulations set out by the Ministry of Education regarding any Serious Occurrence situation.

- All Serious Occurrences are to be submitted through the online Child Care Licensing System. Submission is to take place within 24 hours of becoming aware of an occurrence.
- Reports are posted in programs for a minimum of 10 business days. If additional information is added to the form within the 10 days, the report is to be posted 10 business days from the date of the update.

## 29. WAITLIST

### Waitlist Policy

Nursery Two Child Care will work with families to provide clear direction regarding method to achieve a spot on our waitlist.

**Procedures:**

1. Anyone inquiring about care is accepted to our waitlist once they have successfully completed the online OneHSN registration process. Details can be found on our [website](#).
2. Parent's are given the choice to be on multiple sites or site specific.
3. Once a spot is guaranteed and a start date set, a non refundable registration fee and initial deposit is required prior to a child/family starting.
4. No fee is charged to be placed on our waitlist.
5. If a parent does not want a spot when offered they can remain on the waitlist for future spots.
6. If a spot becomes available, parents will be asked to put a deposit down, totalling 2 weeks of the care they require (10 days total for School Age families, regardless of required days). This deposit is a guarantee to Nursery Two that the parent will be taking the offered spot. This deposit is subtracted off of their first invoice. If the parent decides not to start after the spot has been on hold, they do not receive the deposit back. A deposit form is signed prior to this arrangement for transparency.
7. Children are listed on the waitlist and as a spot for that particular age group becomes available, parents are contacted. We do not hold spots if parents do not return calls regarding a space.
8. If a parent has fees owing from past care with Nursery Two Inc they will be required to pay off their account fully, prior to a spot being guaranteed.
9. It can be difficult to determine an exact date when care will be available due to changes in schedules for current families.
10. Nursery Two will do everything possible to provide parents with up to date information regarding their spot on our waitlist.
11. Parents that are flexible with hours and days of care may be quicker to gain a spot due to working around existing children's schedules.
12. All information on our waitlist is kept confidential. Parents are only provided information specific to their child when being provided with information regarding our waitlist.

**30. PROGRAM STATEMENT****Nursery Two Child Care - Program Statement**

Nursery Two Child Care is dedicated to children's wellbeing, learning, and development through a quality responsive, engaging Early Years Program. Our Educators focus on children learning through play

as set out through inquiry based learning. Our guiding principles come from *How Does Learning Happen? & Think, Feel, Act* publications.

Viewing our Guiding Principles:

### Belonging:

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

#### How we will achieve the goal of Belonging:

- Through documentation that is visible for children, educators, parents, and our community members that may be a part of our programs from time to time.
- Greeting parents and children by their first name
- Through documentation
- Children's Portfolios
- Building on children's relationships with their peers
- Through our day to day interactions with children, parents, extended family, guardians, students, Educators, Board Members we are aware that every person is important and deserves to have a sense of belonging when they are a part of our organization. We demonstrate this through our words, body language, acceptance of others, sharing information in a respectful way, general interactions.
- By being the type of Organization that is non-biased, people feel a connection to our Educators and staff as well as other people they may encounter while with us. (Students, other parents, children, etc.)
- By making positive connections with children, educators, families & community members.
- Daily children are provided the opportunity to take part in child initiated experiences
- Daily Educators will provide children with the opportunity to participate in planned group activities.
- All staff of the Organization are involved/included in both staff and team meetings.
- Expectations are the same for all staff to fulfill requirements of Professional Learning
- To support staff through their professional learning Nursery Two Child Care closes all programs to provide a conference for all staff.
- Meet and/or exceed the regulations set out by the Ministry of Education.

### Well Being

Well-being addresses the importance of physical and mental health and wellness.

#### How we will achieve the goal of Well- Being:

- Children are viewed as competent and capable.



- By believing in children it builds their self-esteem which in turn promotes a positive state of mental health.
- Provide children with an environment that fosters curiosity and allows children to explore
- Children are given the tools that they need to accomplish a task, not items that will frustrate or hinder the creative process. When adults truly see children as competent and capable it builds on a child's self-esteem.
- Adults will not impress their negative bias on children. (Trust that children are capable of more than most adults give them credit for)
- Staff will be knowledgeable on each child and what is required to meet their individual needs as well as the group as a whole.
- Staff will be aware of nutritional guidelines as set out by "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide-First Nations, Inuit and Métis" and/or "Nutrition for Healthy Term Infants. Our Organization will follow the appropriate guidelines for healthy eating as set out in the guidelines listed above.
- Our Nutritional Provider will have their *Food Handlers Certificate* and recertify every 5 years.
- The environment will be clean and safe to promote the health and safety for children & educators in our programs.
- All program staff (all staff that are required by the Ministry of Education) will maintain a current CPR/ 1st Aid Certificate
- Staff review Policies & Procedures at least once every 12 months which includes our Program Statement. All policies, including Program Statement, will be reviewed by staff throughout the year if any updates are made.
- All new staff, students, volunteers, community members must read and sign off on Policies & Procedures prior to being in our programs.
- All staff will familiarize themselves with all children's allergies and health concerns prior to working in our programs.
- Educators will give children the opportunity each day to take part in active play, rest, quiet time, outdoor experiences while keeping in mind the individual needs of each child and the group.
- Professional Development is part of our core values. The Organization will provide the support needed to allow Educators to stay current with the Early Learning and Care Field.
- Meet and/or exceed the regulations set out by the Ministry of Education.

## Engagement

Engagement suggests a state of being involved and focused. The children are permitted to explore their world. This allows children to build upon their problem-solving skills and creative thinking.

### How we will achieve the goal of Engagement:

- Being both physically and emotionally present with the children
- Engage children in meaningful play
- Encourage children to explore their environment, inquire about a process and discover without limiting due to our own biases
- The environment will be set in a manner to support learning and to also support children's development
- Allowing children to explore and learn their environment
- Guiding children in a manner that is respectful to peers, educators and the environment
- Setting the environment to allow the children to be successful to build relationships
- Fostering positive interactions
- Encourage children to explore their environment, inquire about a process and discover without limiting children by our own biases.
- Set up the environment to welcome community members that will enhance children's development
- Educators and Supervisor's will engage in positive communication with each other to ensure Ministry of Education and Nursery Two Child Care protocols are being met.
- Work collaboratively with our community partners on mutual goals to provide optimum outcome for everyone
- Recognize and respect the unique qualities of each child and family, including culture, ethnicity, language, gender, gender identity, religion, socio-economic status, family environment, and developmental abilities and needs.

## Expression

Expression is seen and felt as a form of communication. This can be achieved through many avenues and not simply limited to verbal communication. Through words, facial expression, body language, and creative expression children are encouraged to be fully engaged in our programs.

### How we will achieve the goal of Expression:

- Allow children to express a variety of feelings
- Educators are not dismissive of children's feelings
- Educators will help children to self-regulate by encouraging them to recognize their feelings; staff will support children with their needs to self-regulate (providing children with what they need)

- Communicate directly with parents and guardians on a regular basis. Communicate in a manner that promotes positive relationships
- Children are provided the opportunity to take part in child initiated experiences daily
- Educators will provide children with the opportunity to participate in planned group activities daily
- Children can be expressive through many valuable experiences. To foster children's ability to express themselves in a variety of forms we offer the following: Dramatic Play, Sensory Experiences, Music, Art, Nature, Outdoor Experiences, Active Play, Quiet space, Rest Areas, Block Play, as well as learning through a variety of activities set up by our Educators.
- We will offer opportunities for children to offer opportunities to create lasting relationships with others in our program
- Accepting children of all abilities diversity, equity and inclusion is integral to children's development and learning.
- All staff of the Organization are involved/included in both staff and team meetings

### 31. POLICY: Emergency Management Policy and Procedures

#### Policy Statement

The purpose of this policy is to provide clear direction for staff to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

#### Definitions:

- *Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.
- *Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).
- *Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.
- *Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.
- *Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.
- *Facility Designate:* This would be a person working within a school (custodian or maintenance personnel)

Staff will follow the emergency response procedures outlined in this document.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: all exits of program rooms

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: all exits of program rooms

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, The Site Supervisor or Designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Site Supervisor or Designate in the daily written log.

## Procedures

## Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p><b>Lockdown</b> When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</li> <li>3) Staff inside the child care centre must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children and move them away from doors and windows;</li> <li>• take children's attendance to confirm all children are accounted for;</li> <li>• take shelter</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• turn off/mute all cellular phones; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> <li>• close all window coverings and doors;</li> <li>• barricade the room door;</li> <li>• gather emergency medication; and</li> <li>• join the rest of the group for shelter.</li> </ul> </li> <li>5) Supervisor or Designate (unless in a facility that is locked or school staff complete this task) <ul style="list-style-type: none"> <li>• close and lock all child care centre entrance/exit doors, if possible; and</li> <li>• take shelter.</li> </ul> </li> </ol> <p><b>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</b></p>

<p><b>Hold &amp; Secure</b> When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</li> <li>3) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all window coverings and windows in the program room;</li> <li>• continue normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) The Site Supervisor or Designate must immediately: <ul style="list-style-type: none"> <li>• close and lock all entrances/exits of the child care centre;</li> <li>• close all blinds and windows outside of the program rooms; and</li> <li>• place a note on the external doors with instructions that no one may enter or exit the child care centre.</li> </ul> </li> </ol> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>
<p><b>Bomb Threat</b> A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat or the Site Supervisor or Designate must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• call 911 if emergency services is not yet aware of the situation;</li> <li>• follow the directions of emergency services personnel; and</li> <li>• take children’s attendance to confirm all children are Site accounted for.</li> </ul> </li> <li>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</li> <li>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</li> </ol>

<p><b>Disaster Requiring Evacuation</b></p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children, the attendance record, children's emergency contact information any emergency medication;</li> <li>• exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;</li> <li>• escort children to the meeting place; and</li> <li>• take children's attendance to confirm all children are accounted for;</li> <li>• keep children calm; and</li> <li>• wait for further instructions.</li> </ul> <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul> <p>4) Designated staff will:</p> <ul style="list-style-type: none"> <li>• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe place and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p><b>Disaster – External Environmental Threat</b> An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all program room windows and all doors that lead outside (where applicable);</li> <li>• seal off external air entryways located in the program rooms (where applicable);</li> <li>• continue with normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> <p>3) Site Supervisor or Designate or Facility Designate must:</p> <ul style="list-style-type: none"> <li>• seal off external air entryways not located in program rooms (where applicable);</li> <li>• place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and</li> <li>• turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</li> </ul> <p><b>If emergency services personnel otherwise direct the child care centre to evacuate</b>, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p><b>Natural Disaster: Tornado / Tornado Warning</b></p>	<p>1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i></p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) <i>Staff must immediately:</i></p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• <i>gather all children;</i></li> <li>• <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i></li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• <i>remain and keep children away from windows, doors and exterior walls;</i></li> <li>• keep children calm;</li> <li>• conduct ongoing visual checks of the children; and</li> <li>• wait for further instructions.</li> </ul>



<p><b>Natural Disaster: Major Earthquake</b></p>	<ol style="list-style-type: none"> <li>1) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• instruct children to find shelter under a sturdy desk or table and away from unstable structures;</li> <li>• ensure that everyone is away from windows and outer walls;</li> <li>• help children who require assistance to find shelter;</li> <li>• for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;</li> <li>• find safe shelter for themselves;</li> <li>• visually assess the safety of all children.; and</li> <li>• wait for the shaking to stop.</li> </ul> </li>   <li>2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.</li>   <li>3) Once the shaking stops, staff must: <ul style="list-style-type: none"> <li>• gather the children, their emergency cards and emergency medication; and</li> <li>• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.</li> </ul> </li>   <li>4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> <li>• take a first aid kit; and</li> <li>• gather all non-emergency medications.</li> </ul> </li>   <li>5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.</li>   <li>6) Designated staff will: <ul style="list-style-type: none"> <li>• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and</li> <li>• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.</li> <li>• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the safest place possible and ensure their required medication is accessible, if applicable; and</li> <li>• wait for further instructions.</li> </ul> </li>   <li>7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.</li> </ol>
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Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Site Supervisor or Designate or appropriate staff must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

**List of Emergency Contact Persons:**

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Site Supervisor:

Licensee Contact(s): Teresa Burke 705 768 7553

Child Care Centre Site Designate:

- 4) Where any staff, students and/or volunteers are not on site, Site Supervisor or Designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Site Supervisor or Designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.

- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</li> <li>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</li> <li>3) Staff must: <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> </li> <li>4) Site Supervisor or Designate will determine if operations will resume and communicate this decision to staff.</li> </ol>
<b>Communication with parents/guardians</b>	<ol style="list-style-type: none"> <li>1) As soon as possible, the Site Supervisor or Designate must notify parents/guardians of the emergency situation and that the all-clear has been given.</li> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, The Site Supervisor or Designate must provide a notice of the incident to parents/guardians.</li> <li>3) If normal operations do not resume the same day that an emergency situation has taken place, The Site Supervisor or Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>

<b>8b) Procedures to Follow When “Unsafe to Return” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</li> <li>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</li> <li>3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.</li> <li>4) The Site Supervisor or Designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</li> <li>5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take attendance to ensure all children are accounted for;</li> <li>• help keep children calm;</li> <li>• engage children in activities, where possible;</li> <li>• conduct ongoing visual checks and head counts of children;</li> <li>• maintain constant supervision of the children;</li> <li>• keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li> <li>• remain at the evacuation site until all children have been picked up.</li> </ul> </li> </ol>
<b>Communication with parents/guardians</b>	<ol style="list-style-type: none"> <li>1) Upon arrival at the emergency evacuation site, will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</li> <li>2) Where possible, the Site Supervisor or Designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include details of the evacuation site location and contact information in the message.</li> </ol>

## 32. POLICY: Child Abuse Policy

### POLICY STATEMENT

Any one that suspects Child Abuse must report it to Kawartha Haliburton Children's Aid Society. Anyone that suspects Child Abuse is legally obligated to report to their local Children's Aid Society.

### PROCEDURE

1. If child abuse (of any form) is suspected the individual that first suspected must call their local Children's Aid Society.
2. If individuals are unsure they should still call the Children's Aid Society and report their concerns. It is up to the discretion of the Children's Aid Society if an investigation needs to take place.
3. Once a report has been made the person that made the report needs to document it in the child's file and inform the Executive Director or Designate.
4. It is the decision of the Children's Aid Society if Nursery Two is permitted to speak to the parents or individuals regarding the report of suspected abuse. Staff will not discuss any part of an investigation with parents.
5. If someone associated with Nursery Two Child Care was suspected of child abuse it would be at the discretion of the Executive Director and Board of Directors as to which steps to take regarding further employment with the organization. Nursery Two would cooperate fully with the local Children's Aid Society.
6. Nursery Two Child Care will not tolerate any form of physical, sexual, emotional, verbal, psychological abuse nor any form of neglect or harassment.
7. Any allegations or findings must be reported as a Serious Occurrence to the Ministry of Education through the Child Care Early Years Act licensing system on line. Follow policy "Serious Occurrence" regarding further information for reporting. The Ministry has clear points on what is considered a Serious Occurrence and what reporting guidelines are to be followed.
8. All staffing requirements are followed as set out in the Ministry of Education Child Care Early Years Act.
9. Prior to employment or placement all individuals will have completed and submitted a Vulnerable Sector Check to the Organization. Each year following staff will complete a Declaration of Defence. Every 5 years all individuals will submit a Vulnerable Sector Check to the Organization. (see Policy Vulnerable Sector Check).

**Definitions of abuse:**

- **Physical Abuse** is defined as but not limited to the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.
- **Sexual Abuse** is defined as but not limited to any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.
- **Emotional Abuse** is defined as but not limited to a chronic attack on an individual's self-esteem.  
It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.
- **Verbal abuse** is defined as but not limited to humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.
- **Psychological Abuse** is defined as but not limited to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.
- **Neglect** is defined as but not limited to any behaviour that leads to failure to provide services which are necessary such a withdrawing basic necessity as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.
- **Harassment** is defined as but not limited to any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.

### 33. POLICY: Parent Issues and Concerns

#### STATEMENT

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

#### PROCEDURE

- Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.
- All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.
- An initial response to an issue or concern will be provided to parents/guardians within a timely manner. The person who raised the issue/concern will be kept informed throughout the resolution process when confidentiality allows it.
- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.
- Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).
- Our Organization maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.
- If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.
- Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.
- Staff are to report any concerns or issues to their Direct Supervisor or Executive Director immediately, or as soon as possible. First attempt to report a parent concern or issue by a staff will be a face to face meeting, if that is not possible a phone call and lastly if needed via email.

### 34. STAYING UP TO DATE

Parents are encouraged to stay up to date with all policies & procedures, important dates, information, etc. regarding Nursery Two Child Care, and their child's care. You can always find up to date information on our website and keep up with Nursery Two through our social media pages. Please find us at:

**Website:** [www.nurserytwochildcare.com](http://www.nurserytwochildcare.com)

**Facebook:** [www.facebook.com/nurserytwochildcare](http://www.facebook.com/nurserytwochildcare)

**Instagram:** [www.instagram.com/nurserytwochildcare](http://www.instagram.com/nurserytwochildcare)

*Come check us out!*

### 35. WELCOME FROM THE BOARD

The staff & Board of Directors extend a warm welcome to all new children and parents.