

# **Campus Child Care Co- operative of Guelph Parent Handbook**

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# Welcome to the Campus Child Care Co-operative of Guelph

## Mission, Vision, Values and Program Statement

### Our Mission Statement

We are a community-based child care Centre fostering a co-operative learning environment for the entire family.

### Our Vision Statement

We envision healthy children, engaged families and a vibrant community.

### Value Statement (see Appendix A)

## CCCCG Program Statement

CCCCG strives to provide a warm, nurturing and supportive environment that views the child as being capable, competent, curious and rich in potential. This program statement is consistent with the Minister's policy statement on programming and pedagogy and will be reviewed annually. Under the Child Care and Early Years Act, 2014 (CCEYA), the centre is committed to using *How Does Learning Happen?*, Ontario's pedagogy for the Early Years (2014). This is a professional learning document and is intended to support pedagogy and curriculum/program development. *How Does Learning Happen?* focuses on four foundations that are essential for the healthy development of children: Belonging, Well-Being, Engagement and Expression. This document is used to strengthen the quality of all our programs and provide high quality learning experiences through play based learning experiences.

***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.

***Well-Being*** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

***Engagement*** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

***Expression*** or communication may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials, support creativity, problem solving, and mathematical behaviours. Language-rich environment support growing communication skills, which are foundation for literacy.

### Health, Safety, Nutrition and Well- Being of Children

The centre is committed to promoting the health, safety, and well-being of all children. We ensure that

the environment is safe, clean and that nutritious meals and snacks are served to the children. Our teachers will familiarize themselves with each family's choices for eating and rest time while being responsive to the child's choices if appropriate. Our menu is based on Canada's Food Guide and is approved by a dietician from Public Health; our cook and any other staff that cook in the kitchen must have training and hold a valid Food Handler's Certificate. Providing nutritious meals and snacks along with positive eating environments, contributes to a sense of well-being. Children are respected for what and how much they choose to eat, respecting their hunger and fullness. We encourage family style serving during our snacks and meals.

We also respect and strive to support each child's need for rest and quiet time. Our rest time is a relaxing and restful time for children to calm and regenerate their bodies and mind. Teachers, in collaboration with families, will determine the length of time their child should rest within the parameters of the centre. Children who do not nap are provided with quiet activities to do while the remainder of the group is resting or sleeping. Supervision is also a priority during the rest time period. Teachers will follow the sleep supervision policy as it relates to each age group.

When families enroll, our teachers make themselves familiar and discuss with families any medical conditions, allergies and food restrictions that children may have.

Our program schedules allow for flexibility to meet the children's needs. Programs will make every attempt to operate in smaller groups as it is beneficial for the children. There will be times when programs function as a larger group i.e. snack, lunch and rest time. Transitions are minimized in an effort to allow for more time that children can engage in play.

Some of the policies and procedures that are followed may include:

- Sleep supervision
- Food handling procedures and training
- Sanitation and disinfection
- Diapering and toileting
- Handwashing
- Medical policies
- Anaphylaxis policy
- First Aid and CPR C training for all staff
- Playground policies and procedures

### **Indoor and Outdoor Activities**

We value the importance of physical activity and strive to provide ample physical activity throughout the day, both indoors and outdoors. The outdoor environment provides children with interesting opportunities to explore and be challenged. Programs will experience 2 hours of outdoor play daily. Adaptations to the environment can be made so that each child can participate to their fullest potential.

Some of the policies and procedures that are followed may include:

- Playground policy
- Weather Restriction Policy/ Air Quality Policy

### **Supporting Relationships and Positive Interactions**

Teachers will listen, encourage and support the ideas and concerns of children and families. These relationships will contribute to "optimal learning, development, health and well-being". HDLD, 2014

Our goal is to create a positive, healthy environment within which all children will be respected. Developing responsive relationships with children and their families is the cornerstone to supporting

positive interactions. Our goal is to be sensitive and respectful of all children and families, creating an environment of quality positive interactions between children and children/staff and staff/families

Teachers encourage positive interactions and engagement in the learning environment by

- Creating a welcoming home like environment,
- Preparing a room set up that is reflective of the children in our care.
- Allowing for a flexible daily schedule, respecting the children's need for free play exploration and social interactions
- Participating in small groups when possible
- Role modelling positive interactions with the children and supporting problem solving skills
- Ensuring that play materials are hands on, open ended, meaningful, engaging and sensory oriented and in sufficient quantity, accessible to the children at all times

### **Self Regulation**

Teachers believe that children are developing the ability to self-regulate.

Self-regulation refers to how efficiently and effectively a child deals with a stressor and then recovers (Porges, 2011; Lillas & Turnbull, 2009; McEwen, 2002).

Our teachers will support self-regulation skills by providing an environment that minimizes stressors while also assisting a child to self-regulate. The teachers will reflect on individual personalities and the group dynamics, the play materials provided, and other stimuli in the environment when evaluating the impact the environment may have on the child's ability to self-regulate. Teachers will be responsive to the needs of each child, assist the child to recognize their own emotions and promote positive problem solving skills. Our learning environments will have space for quiet and calm time.

Our teachers are trained in Resiliency skills (RIRO) to better support children with the ability to self-regulate.

### **Learning Environment, Play, Exploration and Inquiry**

***Learning through play is an important part of children's development.***

***We believe that children are born with curiosity and with a sense of exploration. Play is children's work.***

We strive to create environments that are homelike and welcoming to the children and families. Our environments are inclusive and respectful of individual uniqueness. We want children to feel safe and secure so they have the confidence to explore and discover new things within their environment.

In each of our programs, teachers plan and create positive learning environments that allow for exploration, play and inquiry. Children develop their sense of self through choices in play experiences, expression of feelings and thoughts, exploring physically, and taking risks.

Play materials are accessible and available throughout the day with a growing focus on nature based items and materials that are opened ended. Children initiate their play while teachers are there to support and extend those experiences as active play partners. Teachers play a strong role in the inquiry process by observing the children engaged in play and asking questions to encourage deeper thought, expression and the connecting of ideas. These observations will guide the teachers to further plan experiences in the environment that are engaging and stimulate curiosity.

### **Family Engagement and Communication**

Great value is placed on communication and engagement with families. Ongoing communication with families happens in a variety of ways each day. At the beginning of each day, teachers connect with families to gather an understanding of how their child is feeling, how their night was and any other relevant information, recorded as a daily health check. Our documentation on daily experiences are displayed each day for families to see what their child and/or group of children experienced in their programs. Parents are encouraged to read the documentation and also connect with teachers about the stories they have read.

A sense of belonging is fostered when we connect and include families in our programs. Parents are welcome to visit our programs any time.

Other ways we engage with families include:

- Annual parent surveys
- Annual family night and luncheons
- Posting of learning stories with pictures of children engaged with peers and teachers
- communicating with parents at arrival and departure

### **Community**

The centre works closely with local community agencies and partners to provide additional supports to families and children. Our teachers and community professional's work together to reflect on our programming and environments and make adaptations that are responsive to the needs of each child. These agencies strive to support both the child, family and child care centre.

### **Supporting Professional Learning of our Teachers**

CCCCG is committed to the ongoing professional learning for our teachers. Our teachers attend various professional development events and conferences available in our community in addition to any in-centre training. Our staff seek input and support from the Quality Child Care Initiative (QCCI) to build capacity within their programs.

Teachers are required to keep their First Aid and CPR C training up to date and Registered Early Childhood Educators are required to meet the requirements of the College of Early Childhood Educators regarding professional development.

\*Through observation and discussion with teachers, the centre will consider the effectiveness of the approaches outlined in the program statement and make adaptations to the supporting licensing documents if necessary.

## Welcome to the Campus Child Care Family!

We realize that for many of you this is a daunting part of the parenting journey. Our role is to provide the best possible atmosphere, emotionally and physically for your child. This handbook provides you with important information about how we will fulfill this commitment to your child and about the expectations of parents to ensure your family's time at the Centre is positive and productive. What follows is a description of Centre policies and procedures and helpful tips on the "what, where and why" of licensed child care.

Part of our role is to be available to you as a resource. Please do not hesitate to ask us questions and/or provide feedback. We are thrilled to have you join the Campus Child Care Co-operative of Guelph and thank you for sharing your child with us. We will all benefit from the journey!

Should you require further explanation or clarification on any information outlined in this handbook, additional details can be found in the Manual of Policies, Procedures and By-Laws. A hard copy is available from the Executive Director upon request or visit the website online at [www.campuschildcare.ca](http://www.campuschildcare.ca). It is our expectation that you will read all of these documents at some point. Also available from the Executive Director are documents governing the operation of the Centre. This includes:

- Child Care and Early Years Act (Ontario Ministry of Education)
- Centre Policies (government mandates adapted to our Centre specifically)
- The Co-operative Corporation Act (Ontario)
- Ministry of Education provides overall coordination on Education and corresponding information and legislation in Ontario which include child care. For more information you can visit: <http://www.edu.gov.on.ca/childcare/about.html>

If at any time you have any questions or comments about the Centre policies and procedures, please do not hesitate to speak with the Executive Director Dori Cross, Supervisor/Pedagogical Leader, Lisa Klimowicz, a staff person or a member of our Board of Directors (see Appendix B for list of Staff and Board names and contact information).

## About CCCCCG: "The Co-op or The Centre"

The Campus Child Care Co-operative of Guelph (CCCCG) has been in operation for over 35 years. We are located on South Ring Road, Guelph, Ontario, offering care for children from infants up to school entry. We are a co-operative, non-profit child care organization whose main concern is the physical, social, emotional and cognitive growth and development of the children we serve. We are a self-governing body comprised of parents and staff whose first responsibility is the well-being of the children. We meet all licensing requirements as set out by the Ministry of Education in the Child Care and Early Years Act, and municipal requirements as determined by the County of Wellington, Child Care Services.

Although we mainly serve families employed at OMAFRA (The Ontario Ministry of Agriculture, Food and Rural Affairs, 1 Stone Road W) and the University of Guelph, we also cater to the general Guelph community. We offer full-time (Mon to Fri) and part-time (Mon/Wed/Fri or Tues/Thurs) care for children ages 3 months to school entry. The Centre is licensed for 70 children (see enrollment process for more information).

## Hours of Operation

We are open 7:30 a.m. to 5:30 p.m. Monday to Friday.

We operate 12 months a year, closing only for the following statutory/government holidays. At the discretion of the Executive Director, the Center may on occasion be closed due to inclement weather.



## Statutory/Government Holidays

New Year's Day (January 1)  
Family Day (February)  
Good Friday (March/April)  
Victoria Day (May)  
Canada Day (July 1)  
Civic Holiday (August)  
Labour Day (September)

Thanksgiving Monday (October)  
Christmas Day (December 25)  
Boxing Day (December 26)

## Fostering the Co-operative Spirit

### Parent Participation

As a Co-operative child care centre, parent involvement and engagement is an integral part of our philosophy. We value parent's involvement within the centre by volunteering their time to assist with any jobs that require extra support.

#### Parent Meetings:

Parent meetings are held 2 times per year, including an Annual General Meeting (AGM) held in September each year. At least one parent from each family must attend each of these meetings. It is mandatory for parents to remain at the meeting for a minimum of 1 hour from the beginning of the meeting.

Notice will be posted at least three weeks in advance with meetings generally held at the Centre on a Tuesday evening at 7:00 p.m. Childcare is provided at a nominal fee of \$5.00 per child. The fine for absence is \$20.00 or \$10.00 with regrets submitted prior to the meeting. If 2 meetings are missed within 1 year, the fine will be \$50.00 and you may be asked to leave the Centre. The Board can ask parents to leave the Centre if non-attendance at parent meetings is not justified. Parent meeting attendance is not required in times of bereavement.

#### Fundraising:

Fundraising is an ever-constant requirement for any childcare centre! Throughout the year we may ask you to help with fundraising by purchasing Mabels Labels, gift card sales (Fundscrip) and/or hosting a silent auction. We are always thinking about ways to improve our fundraising and are more than willing to try new ideas!

#### Conduct:

It is expected that all staff and parents will demonstrate acceptable behaviours in all Centre dealings and ask that parents conduct themselves in a manner befitting the co-operative spirit.

In the event that a parent(s) is deemed to be consistently disruptive to the healthy operation of the Centre (relating to the children, staff, other parents, and/or the program) the Board of Directors reserves the right to terminate the service contract with that family. In such an event, the \$250 deposit is forfeited and immediate withdrawal is required.

If staff or parents inflict damage associated with activities involving the Centre, they will be held responsible for damages.

## Board of Directors

The governing body of the Centre is a Board of Directors. The Board is made up of 11 parent members elected by the parent body to represent and be accountable to the parents and the Centre. The AGM is the official time for elections but turn-over can also happen throughout the year as families leave the Centre. See Appendix C for a list of Board of Director positions.

If you are interested in being involved with the Board, keep your eyes out for notices and descriptions of any vacancies. Interested parents are asked to submit a letter of intent outlining any relevant experience and motivation for involvement. A list of the current Board members is located on the parent bulletin board along with their Board position and email address (see Appendix C for Board of Directors position descriptions).

## Enrollment / Waitlist

In order to enroll at the centre, an application must be completed online, available on our website [www.campuschildcare.org/apply](http://www.campuschildcare.org/apply). Unborn children cannot be placed on the waiting list.

If a position is not available, you will be placed on a waiting list. Families are asked to update their application every six months. If an application is not renewed within 6 months, the application will be removed for the waitlist. Please update your request via email referencing your application number.

A confirmation email will be sent shortly after receipt of the application, with further details.

Campus Child Care Cooperative maintains the following priority wait lists based on the date of application

1. Internal wait-list comprised of:
  - siblings of children currently enrolled
  - children of CCCCCG employees
  - families who have been previously enrolled and left in good standing
2. OMAFRA,
3. University of Guelph employees and students
4. Community members

## Offering a Position

Families that indicate an interest in a similar position to what is available will be contacted. Families will be given 24 hours from time of contact by both phone and email, to express an interest in the position being offered and to confirm a date for a tour. A tour will be booked immediately and a commitment will be expected within 72 hours of the position being offered. An acceptance of the position will include a deposit of \$250.00 and a \$2.00 coop fee along with completion of all required paperwork. The deposit is refundable provided that 60 days written notice is given for withdrawal, the account is in good standing, and keys are returned. Under extenuating circumstances with the Executive Director and Board of Director approval there may be circumstances that are acceptable for not providing proper notice and that agreement is made by the Centre to return the deposit.

If a family declines the position or does not respond to an offer of a position, they will be removed from the waitlist unless their application has been updated with a new start date.

## Changing Your Enrollment Status

Upon enrollment, a position is identified as being in a specific room (e.g., Infant Room, Toddler Room, etc.) The position belongs to a family and can be occupied by any child of that family registered in the specified room.

If a part time position is available, a family can request to change their full time position for a part time position. A full time position will not be split to create two part time spots if the resulting part time positions cannot be filled.

Please note that children currently enrolled and are of age to move to the next age group, will be given priority over any changes.

## What to expect when you enroll

Prior to enrollment at the Centre, parents/guardians will have a detailed tour of the Centre. During the tour, we'll outline our mission, vision, program statement, programming, procedures and policies. Upon enrollment, time will also be allotted for you to review the parent handbook. Prior to enrollment, health record forms which includes child's immunizations, allergies and/or food restrictions must be submitted to the center. Once the initial immunization records are received, all subsequent immunization records need to be submitted to the office and parents will then be required to submit those to public health.

Orientation visits by one parent and the child are recommended prior to the child's first day.

## Health Checks / Immunizations

The Child Care and Early Years Act 36(1), requires that a daily observation of each child is conducted in order to detect possible symptoms of ill health. Upon arrival staff will engage in a discussion with parents about their child and look for symptoms of ill health such as fever, rash or gastrointestinal symptoms.

It should be noted that we are required to follow the Wellington Dufferin Guelph Public Health's immunization schedule for children. Parents / guardians are required to submit to the office any updated information regarding their child's immunizations. An email will be sent as a reminder that immunization records are due. Should your family decide to forego or delay routine immunizations, you will be required to sign an Immunization Waiver and a Statement of Conscience or Religious Belief Affidavit from the The Ministry of Education.

If the Public Health Unit informs the Centre of an increase of vaccine preventable diseases in the community, individuals without immunizations will not be permitted to visit or attend the Centre until the outbreak is over.

## Fees

A Co-op fee of \$2.00 (per family) is also required upon acceptance of a child care position, for our co-operative status. Child care fees are paid at the beginning of each month by cheque, money order or pre-authorized debit. Parents / guardians will receive an invoice at the end of the month via email indicating fees due for the following month. If paying by cheque or money order, payments are due in full on the first Friday of each month to "CCCCG". A locked "fee drop box" is located on top of the book shelf in the parent lounge. Please do not give payments directly to the staff.

To have your fees automatically debited from your bank account, fill out a [Pre-Authorized Debit](#)

Agreement form (as part of the intake package or see the Executive Director for a copy of this form). Payments will be withdrawn on the first of the month.

No refund is provided for statutory holidays, absences due to holidays, illness or for any other reason (including closure related to inclement weather).

One receipt for childcare expenses is issued via email in February for the previous calendar year.

If you are eligible for County of Wellington fee subsidies, speak with the Executive Director for policy specifics.

## **Withdrawal/Changes to Scheduled Attendance and Leaves of Absence**

If you decide to leave the Centre, you are required to give two months written notice of withdrawal. If notice is received and your account is paid in full, your \$250.00 deposit will be refunded on your child's last day. In the event that your security key is not returned, \$20.00 (per key) will be deducted from your deposit refund.

Please note that two months written notice is also required in the case of requests for changes to your child's scheduled attendance. That is, if you wish to switch from full-time to part-time care or the reverse, this two month notice period is required and will be accommodated if available.

It is important to note that enrollment is given to a family as per our enrollment policy. It is not possible to transfer your child's spot to another family/child. If you are taking your child on a temporary leave, you are expected to pay the fees.

## **Quality Staff, Programming and Care**

Each of our programs are staffed with dedicated teachers who take the child's lead as they incorporate and facilitate activities related to the children's interests, skills and development.

The Executive Director and Supervisor possess an E.C.E Diploma, degree in Child Studies or the Ministry approved equivalency.

All permanent and part time staff must be certified with Standard First Aid/CPR – C training and take part in ongoing professional development. All staff, students and volunteers are required to undergo a Vulnerable Sector Screening and Criminal Reference Check criminal prior to any unsupervised interactions with the children. At no time will students /volunteers have unsupervised access to the children.

The Centre cook possesses a certificate from a recognized Safe Food Handling course. Anyone substituting in the kitchen must also have a Safe Food Handlers certificate.

The Centre also hires students and teaching assistants to provide extra care and help with the children's learning and activities. We provide training opportunities for students from various high schools, colleges and the U of G throughout the year. This is a mutually beneficial arrangement as we are able to access incredible support services for the children and the programs while offering a quality practical experience. We also welcome volunteers.

## **CCCCG Staff**

Management: A full-time Executive Director and a full-time Supervisor/Pedagogical Leader  
Teaching Staff: Full time staff are Registered Early Childhood Educators

Kitchen: A full-time Cook  
Teaching Assistants: We employ 2 T.A.s in our infant program and 1 T.A. in each of our Toddler and Preschool programs

## **Our Program**

Our programs offer flexible, spontaneous activities that become the starting point for further exploration and in terms of how we develop our curriculum.

Our educators enrich each child's educational experience by providing and facilitating activities that incorporate a variety of learning styles such as visual, verbal, physical and musical.

CCCCG's philosophy is rooted in an Emergent style curriculum. Emergent curriculum supports programs that are developmentally appropriate and child-initiated through active participation in play. Our primary objective is to invite interest, stimulate creativity and satisfy the desire for children to explore and discover the world. Our program follows the directive from the Ontario government using How Does Learning Happen? for Children. Please visit <http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf> for more information.

Through interactions with teachers, peers and the environment, children develop a sense of belonging and mutual respect. Children's emerging skills in the social, emotional, cognitive, physical, communication, language and literacy domains are observed and documented. Together staff and children plan for a wide range of authentic learning experiences that engages each child in play and learning.

## **The Programs – Age appropriate learning and fun**

The Centre has various rooms and programs that accommodate children from 3 months up to school entry. This has proven to be an exceptional environment for our children, staff and families who have had an opportunity to know each other and foster strong friendships over the years.

Infant Program (3-18 months)  
Toddler Program (18-30 months)  
Preschool (2.5- school entry)

## **Other CCCC Program Resources**

In order to meet the growing, learning and experiential needs of the children at the Co-op we work with a variety of outside professionals and resources

Special Needs Resourcing is part of the Growing Great Generations System of Care. It is made up of groups of professionals from different agencies. Through this system families and the centre are able to access Enhanced Support Services.

When children need extra help with their development, our teachers will work with families to help children reach their full potential. Here are examples of services that the centre is able to access:

- Early Childhood Resource Consultant
- Social Development Consultant
- Occupational Therapist from KidsAbility Centre of Child Development
- Physiotherapist from KidsAbility Centre of Child Development
- Speech and Language Pathologists from KidsAbility Centre of Child Development

Other resources the centre may use for reference are:

- Ages and Stages Questionnaire 3 and Ages and Stages Questionnaire- Social /Emotional
- Social Development Handbook

If you would like to know more about the resources available to you as a family enrolled with the Centre, please feel free to ask a teacher, the Executive Director or Supervisor.

## Communicating with the Centre

Our primary goal is to provide the safest, happiest and most developmentally appropriate environment possible for your child. All activities are planned based on sound theories of Early Childhood Education. To share daily activities and information with parents, there is a bulletin board and /or white board outside each program room to post things such as daily schedules, special events, staff shifts, daily reminders, eating and sleeping information. Additionally each room has a variety of ways to share stories, quotes of the day or photos that show the various projects and interests the children are involved in.

Communication between parents and staff is key to a successful child care arrangement. Recognizing that drop off and pick up times can be busy times of the day and may not always be a good opportunity to discuss your child, you are always welcome to request one-on-one time with staff. Upon such a request a mutually convenient time will be set up to meet.

### Getting in touch:

**Verbal or by phone:** Each room has a direct telephone line and parents are welcome to call into the program rooms. Please be aware that if staff members are engaged with the children they may not be able to answer. The needs of the children come first! You can also call the Supervisor at the main office or the Executive Director's office and any messages will be passed on to the staff.

Main Office	822-1280 Supervisor press 0
Executive Director's Office	826-6927
Infant Room	822-1280 press 1
Toddler Green/Toddler Blue	822-1280 press 2
Preschool 1	822-1280 press 3
Preschool 2	822-1280 press 4
Senior Preschool	822-1280 press 5

Important information will be sent via email. Please provide the most convenient email addresses to the Supervisor or Executive Director.

**Email:** For general Centre communication email the main office at [office@campuschildcare.org](mailto:office@campuschildcare.org). To contact the Executive Director (Dori Cross), email [director@campuschildcare.org](mailto:director@campuschildcare.org).

## CCCCG Procedures

### **Clothing, Diapers and Toys**

Please ensure an extra set of clothing is available for your child each day. Creative experiences, outdoor play, and mealtimes can all result in the need for a change of clothing. Extra pants, shirts, underwear, and socks should be kept in your child's cubby. For outside play provide a sweater, splash pants, snow pants, mittens (waterproof), and a hat, as weather dictates. If in doubt, provide it all and we will dress your child accordingly. And remember: label, label, label!

To help keep the Centre clean and dry, each child should have a pair of indoor and outdoor footwear. Slippers, sandals or shoes are welcome for inside. For outside play, shoes, rain boots or winter boots are recommended. For safety reasons, we encourage parents to have their children wear running shoes or boots outdoors.

There is storage space in the program rooms for bags of diapers and your child's creams. If your child is low on diapers, creams, etc. a note will be placed on their cubby indicating it is time to stock up. As we are not permitted to rinse or launder dirty or soiled clothing due to Public Health regulations, these items will be bagged and placed in the child's cubby to be taken home and laundered.

The centre has an infection control policy and procedures in place for handling cloth diapers. Families are required to bring in a diaper pail and/ or a diaper bag for soiled diapers. The diaper pail and/or bags must be labeled with the child's name. The diaper pail and/or diaper bag must be child proof, leak proof and able to be cleaned and disinfected. Items that are porous or absorbent are not acceptable. These items will be kept in the washroom for use by the staff. Diaper bags ("wet bags") must be able to be laundered at home (the centre will not launder any cloth diapers). Separate diaper bags must be provided for each diaper containing fecal matter (several bags may be needed). It is recommended that they be made of nylon or laminated/PU to prevent contents from leaking. The diaper bags are intended for the purpose of holding used cloth diapers (plastic grocery or non-waterproof bags are not acceptable).

Families are required to pick up the diaper pail and/or diaper bags each day to be cleaned and disinfected. If the diaper pails and/or diaper bags are not cleaned and disinfected daily, the centre will not use the pail and parents will be contacted and informed that disposable diapers will be used.

Clean cloth diapers will be stored in the washroom in the child's diapering basket provided by the centre.

You are welcome to leave a special sleep toy and/or blanket in your child's cubby for sleep time. At times children may bring a toy from home to ease with transition and to share with others. Please note that staff are not responsible for missing toys. The Centre does not permit offensive or violent toys at any time.

### **Food**

Lunch, morning and afternoon snacks are provided by the Centre. Menus are set in accordance with the Canada Food Guide and approved by a dietician from Public Health. Our menus are on a 4 week rotation and are reviewed seasonally.

At times, we may have children with severe allergies. As such, the Centre has a policy that **no outside food** is to be brought into the Centre. The exception to this is if your child is under the age of 1 year; or has special dietary needs, allergies or food restrictions and is not able to eat what is on our menu. In this case, you should arrange with the cook to bring foods directly to the kitchen. Please ensure that all

containers are labeled with your child's name and are nut-free. On your child's birthday a special cupcake will be prepared in the kitchen for his/her afternoon snack.

## Sleep Supervision

Campus Child Care Cooperative of Guelph is committed to ensuring the health and safety of all children during any sleep period. The following are requirements under the Child Care and Early Years Act, Ontario Regulation 137/15 section 33.1. All parents will be informed of this regulation and the obligation of child care centres to adhere to it.

All children who will be sleeping at the centre will be assigned individual crib or cot. All cribs and cot will have the child's name identified on it. Children who share a crib or cot (i.e. part time children) will have all bedding and surface areas cleaned and disinfected prior to use by the next child. All bedding is laundered weekly or as needed at the centre unless the parents provide their own bedding.

When a child is enrolled or at any other appropriate time i.e. transition to new program or upon a parent's request, parents will be consulted on sleeping arrangements for their child. Infant sleep routines are individualized and are based on the child's need.

Children under the age of 12months will be put to sleep on their backs consistent with the recommendation in the document The Joint Statement of Safe Sleep: Preventing Sudden Infant Death in Canada, unless the child's physician recommends otherwise in writing. Parents will be provided with a copy of the Joint Statement of Safe Sleep. Children in the infant sleep rooms are identified by writing the child's name on the white board on the door and the time they went in. Infants sleeping are monitored and recorded every 15 minutes and documented on the chart. The dimmer light switch is positioned to allow for sufficient lighting in the sleep room to allow staff to monitor the children.

[http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance\\_0-2/sids/pdf/jsss-ecss2011-eng.pdf](http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/pdf/jsss-ecss2011-eng.pdf)

The centre has a 2 hour rest period after lunch, for our toddler and preschool groups. Teachers may help a child sleep by rubbing their backs if child permits. A child's head will not be covered with a blanket unless the child chooses to do this. The blanket must be removed once the child is asleep.

Once a child falls asleep, they will sleep until the end of the group's sleep time. If a child's parents are concerned that their child is sleeping for too long, we will help the child wake up gently but only after 30 minutes of sleep.

A child may be asked to rest quietly with books or a quiet activity on their cot for not longer than 60 minutes. If a child does not fall asleep within 60 minutes they will be provided with an opportunity to engage in a quiet activity off their cot.

During the rest period staff in the program rooms will engage in visual checks of the children to monitor any significant changes in the child's sleeping patterns or behaviours during sleep time. Staff will position themselves so they are able to see the children.

Staff will also ensure that there is sufficient lighting in the program to conduct direct visual checks of the children twice during the sleep time period and will document the time in the program logbook. Any



notable changes will be documented in the program logbook and verbally relayed to parents at pick-up time or if needed by telephone call to parents.

Staff will perform periodic direct visual checks of all sleeping children by being physically present and checking for indicators of distress or unusual behaviours. Indicators to look for include:

- o Change in breathing
- o Change in skin colour
- o Change in skin temperature
- o Signs of overheating

## Promoting Healthy and Family Style Eating

The centre seeks to provide an environment that promotes healthy attitudes towards food and the feeding relationship. Teachers will sit with the children and engage in conversation with them as well as supervising them. Wellington Dufferin Guelph Public has provided input to developing a ***Division of Responsibility*** that promotes healthy eating. Within the Division of Responsibility, as a centre we will provide the food for the children to choose from, and serve the food in a pleasant eating environment. Our role is not to get children to eat a certain amount or a certain food but allow for choices and encourage them to explore new foods. Acceptance of new foods can take on average of 5-20 times of repeated exposure.

### Division of Responsibility – Promoting Healthy Eating

The Caregiver is responsible for:

- \* What is offered
- \* Where and when it is offered
- \* Family friendly meals
- \* Being a good role model

The Child is responsible for:

- \* How much s/he will eat
- \* If s/he eats
- \* Choosing from foods offered

### Family Friendly Meals

Food is offered to the children in a small group setting with the teacher sitting at the table with them or on a chair near the highchairs. Children are encouraged to choose from the foods offered and serve themselves in an age appropriate manner.

### For Infants

Small amounts will be served to the infants for them to choose from. Teachers will assist them in eating but also allow them to explore with their hands and use a spoon.

### For Toddlers

Toddler aged children are developing the skill of independence and teachers will begin to introduce the skill of serving food. Children will be asked if they wish to have what is for snack and lunch and how much. If the child does not respond to the question, they will be served all food items, but can pick and choose from what is in their bowl or on their plate. Children may be served seconds of any food without having to finish other foods first.

Children are encouraged to try and self-serve at snack time with teacher guidance.

## **For Preschool**

Preschool aged children will be encouraged by the teachers to serve themselves. Serving dishes and appropriate utensils are provided for the children to serve food.

At snack time, children will have the option to come to the table and have snack. The children will serve themselves from food items that are available. Teachers will put a sufficient amount of snack on a serving plate or dish that the children can choose from.

At lunch, all children join together at the table. Children can serve the first course using tongs and serving spoons (seconds will be served by the teachers). When lunch is a food item that has several items to it, i.e. tacos, children are given choices as to what items they would like. Hot soups, chili etc. will be served by the teacher with each child indicating whether they would like some and how much.

Food items are passed around the table with the children deciding what they would like and how much to take. Responsibility is given to the children to take an amount that allows for all the children to have some of the food item.

We respect that not all children will eat all food items at either snack or lunch. Our varied menu of snacks and lunch allows for the children to make choices and will promote competent eaters and the enjoyment of healthy foods.

## **Care of a Sick / Injured Child**

If a child becomes ill during the course of the day, staff are required to contact the parent / guardian to pick-up their child as soon as possible. All attempts will be made to remove the child from the program and for either a staff member, Executive Director or Supervisor to the office or parent lounge. Please note that the Centre does not have a 'sick room' for children, we do our best to accommodate any sick children while keeping in mind the health and safety of the rest of the children.

If your child is sick or has any new or worsening symptoms of illness, they should remain at home until their symptoms are improving for 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and should seek assessment from their health care provider if needed.

For minor medical accidents (i.e. scrapes, cuts, and bumps), staff will provide the appropriate first aid and an accident form will be filled out. Parents will be required to sign the accident report and a copy will be emailed to the parents by the next business day.. The parents / guardian will be called if staff feels the injury requires non-emergency medical attention. If a child does require immediate medical attention due to injury or illness, the staff will call 911 and the child will be transported to the hospital accompanied by a staff member. The parents/ guardians will be notified as soon as possible by staff or management regarding the situation.

## **Medication**

We are able to administer prescribed medications if all of the following criteria are met:

- It is in the original container.

- It is labeled with the pharmacy instructions, doctor's name, etc.

- It has not expired.

- You have filled out and signed a "medication consent form".

As per Ministry requirements, the centre is required to have on record the date the medication was

purchased along with expiry date.

Over the counter medications (ex. Tylenol) can only be administered when accompanied by a signed and dated note from your doctor indicating the appropriate dosage for your child.

(Also see the Medical Policy for information on specific illnesses and exclusionary guidelines and the Anaphylaxis Policy and Medical Chart under the Policies section.)

## **Parking, Drop Off, Pick Up and Late Pick Up Procedures**

### **Parking**

The spaces at the front of the building are for short-term drop-off and pick-up. The “reserved” spots at the side of the lot are paid for by the staff and, therefore, should be left available for their use. Due to the limited number of parent spaces, we ask for everyone’s patience. After 3:30pm, parents are permitted to park in the staff parking spots. Do not park in the parking space for individuals with disabilities unless permitted to do so. This space is monitored by the Guelph Police - you can expect to be ticketed by them.

### **Drop Off**

When children arrive for the day, staff will conduct a health check as required by the Ministry of Education to ensure that each child is free from any illness or communicable disease and able to attend the program. If a child shows symptoms of illness, staff will refer to the Medical Policy and may ask the parents to take the child home until the symptoms have passed. This also provides parents and staff to connect about their child’s night.

In order to allow time for your child to settle into the program and to maintain the continuity and smooth operation of the planned activities, we ask that you please bring your child in by 9:30 a.m. Arrival after 11:30 is strongly discouraged as a transition directly to lunch and sleep time is extremely difficult for the children.

If your child has an appointment through the day or will be absent for the day please notify the teachers as soon as possible. Not only does this assist us in planning our staff needs, it also allows our cook to obtain a more accurate count for lunches and snacks.

### **Pick up**

Parents / guardians must ensure all children are picked up by 5:30 pm. Please call the main office if you are not able to pick your child up in time and ensure appropriate emergency contacts are up to date so another person is authorized to pick up your child if you are not able to. At 5:28pm an alarm begins to sound in the front foyer alerting families that the centre is closing. If the alarm ends and families are still in the centre, a late fee will be applied to the subsequent billing month.

#### **Late fees:**

Parents / guardians will be charged a late fee of \$5.00 for the first minute and \$1.00 every minute after that. The additional late fee will be applied to the next month’s invoice.

**After 5 minutes:**

Parents / guardians will be called if a child has not been picked up within **5 minutes** of the Centre's closing. If parents / guardians cannot be reached, emergency contacts will be called to help locate parents after **15 minutes** have elapsed. Emergency contacts can pick up a child if parents / guardians cannot be reached (See Release to Authorized Persons). If parents / guardians and emergency contacts are not able to be reached after 1 hour of the Centre's closing, Staff are required to call Family and Children's Services (519-824-2410) and the Executive Director and/or Supervisor immediately.

## Release to Authorized Persons

- **Authorized persons** are individuals that the parents/guardians have listed on the Emergency Information Sheet - emergency contacts or pick up authorization.
- The **Emergency Information Sheet** is considered to be written consent for pick up at any time.

No child is to be released to any persons other than parents/guardians without parental consent. Parents are required to notify the Centre by phone or written documentation (Emergency Information Sheet), if a child is to be released to someone other than the parents.

Staff are to record in their log books any verbal permission (in person or by phone) for pick up and to share this information with other programs if siblings are involved. Should an authorized person (listed on Emergency Information Sheet), pick up a child, staff are required to record in their logbook when and who picked up the child.

A person who has been given authorization by the parent, verbally or in writing, but is unknown to a staff member is required to present identification before the child will be released.

If a parent fails to notify staff that someone else (not listed on authorized pick up list) will be picking up their child, staff must contact parents and receive verbal consent and record it in their log book.

- Emergency contacts will only be called to pick up a child if parents cannot be reached.
- Please refer to the Emergency Information Sheet to determine whether or not this individual has been given authorization to pick up.

## Car Seats

Parents (and/or any individual who has been listed as an emergency contact who can pick up a child) must have an appropriate car seat to transport a child safely home. If one is not available, they must find other means to transport the child(ren) safely. The Centre is not responsible for providing or ensuring that the person picking up your child has a car seat.

## Other Fees, Fines and Penalties

**Late payment fee** - A late payment fee of \$25.00 is charged if the monthly fee payment is not received by 5:30 p.m. on the due date.

**Late pick-up fine** - The Centre closes at 5:30 p.m. and all children should be dressed and out of the building once the buzzer has completed sounding. If you are still in the building when the buzzer stops, it is considered late regardless of the time your child was signed out. The charge is \$5.00 for the first minute, and \$1.00 for each subsequent minute per family. The late fine will be applied to the next months' invoice.

**NSF fee** – A \$20.00 fine for any cheque returned marked “not sufficient funds (NSF)”.

**Missed meeting fines** - As a member of the co-operative, attendance by one parent at parent meetings is required. The fine for absence is \$20.00 with no advanced notice or \$10.00 with regrets submitted prior to the meeting. If 3 meetings are missed within 1 year, the fine will be \$50.00 and you may be asked to leave the Centre.

**Child Care during meetings** - Childcare is available at the Centre for the duration of a parent meeting at a cost of \$5.00 per child. Parents must sign up prior to the meeting.

## Other Policies and Procedures

### Prohibited Practices in a Child Care Setting

As a licensed child care centre, operators are required to ensure that all licensing regulations are adhered to. The following is a list of prohibited practices in a child care centre as stated in Ontario Regulation 137/15 section 48 of the Child Care and Early Years Act, 2014:

- 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 the 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.

### Supervision of Volunteers and Placement Students

**O. Reg. 137/15, s 11.1** under the *Child Care and Early Years Act, 2014* provides that every licensee shall ensure that every volunteer or student at a child care centre it operates or at a premises where it oversees the provision of home child care is supervised by an employee or home child care provider at all times and is not permitted to be alone with any child who receives child care at the child care centre of home child care premises.

Campus Child Care Cooperative of Guelph is committed to ensuring that all children are supervised in a manner that has the child’s health and safety as its first priority. At no time, will children be supervised by a person under 18 years of age. Volunteers / students must be 14 years of age or older regardless of the

capacity of the work they are doing. Only employees of Campus Child Care Cooperative of Guelph Inc will have direct unsupervised access to any child at the centre. All students and or volunteers are expected to follow all CCCCCG`s policies and procedures regarding the care and guidance of the children in our programs.

## **Weather Restriction Policy**

CCCCG is required by the Child Care and Early Years Act to have two outdoor play times – morning and afternoon. Exceptions to this apply to the infant program and in the event of severe weather. The infants are outside at least once a day and possibly a second time depending on their schedules. If a child is not able to participate in outdoor play due to illness, he/she should not attend child care.

Please see our Weather Restriction policy for further information.

## **Air Pollution Quality Policy**

When there is a Special Air Quality Statement, the office will refer to the Weather Network for the Air Quality Health Index. If the Air Quality Health Index (AQHI) reading is between 4 and 6, the center will monitor the air quality and children will go outdoors. If the reading is between 7 and 10, the time outdoors will be limited and if necessary the children will remain indoors.

## **Sun Protection Policy**

The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply it to their child in the morning and the teachers will apply it in the afternoon (as long parents have signed the “Permission to Apply Sunscreen” form). Sunscreen must be labeled and kept out of children’s reach at the Centre. Please also check the expiry dates and, if expired, the staff member will return the sunscreen and the parents are to provide an updated replacement. Staff are not to apply expired sunscreen to children. Parents will also be asked to sign a form when they no longer wish for sunscreen to be applied to their child. Sunscreens are to be replaced each year. Generally, sunscreen is only good for 1 year after opening.

## **Closure of the Centre: Inclement Weather / Snow Day Policy and Procedures**

### **Closure prior to the opening of the Centre:**

If inclement or severe weather occurs prior to the opening of the Centre, Management will make a collective decision based on the specific criteria outlined below. Once a decision has been made to close the Centre, staff will be notified of the closure. Management will also change the voice messages at the Centre, announcements will be made on the local radio station Magic FM 106.1 and the centre website as soon as possible. The responsibility lies with the parents to either call into the Centre for updates or listen

to the local radio station.

**Important Numbers to Remember during inclement weather:**

Executive Director's Office – 519-826-6927  
Main Office – 519-822-1280  
Radio Station 106.1 Magic FM – 519-824-7000

**Closure of the Centre during normal operating hours:**

If the Centre is open and weather conditions quickly deteriorate, the staff and management will ask parents to wait at the Centre until we can ensure that proper ratios are in effect prior to the parents leaving. Management will continue to monitor and assess the conditions and take into account the safety of staff and families in returning home. In the event that Management determines that the Centre must close during normal hours of operation, parents will be called and required to pick up their children as soon as possible.

Please be aware that if the Centre is closed or should close prior to regular closing hours, there will be no reimbursement or credit of childcare fees.

**Criteria Used to Determine a Closure:**

- ◆ The Upper Grand District School Board is closed.
- ◆ No City of Guelph buses in operation.
- ◆ Staff unable to make a safe drive to work.
- ◆ Local or surrounding area rural road closures.
- ◆ No power or water at the Centre.

## **Smoke Free Ontario Act**

All staff, students, volunteers and visitors are advised by management that smoking is prohibited on the premises and on the playground of Campus Child Care Cooperative of Guelph.

“No Smoking” signs are posted at entrances and exits.

The Wellington - Dufferin - Guelph Health Unit will be enforcing this policy and conducting regular inspections.

## **Safe Drinking Water Act**

As a licensee child care facility, the operator must ensure that the drinking water within the centre is safe to drink and use in cooking. The centre has procedures that must be met in accordance with the Ministry of Environment and Ministry of Education.

# **Parent Issues and Concerns Policy and Procedures**

Name of Child Care Centre: Campus Child Care Cooperative of Guelph

Date Policy and Procedures Established: September 1, 2017.

Date Policy and Procedures Updated:

## **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, Campus Child Care Cooperative of Guelph and staff to use when parents/guardians bring forward issues/concerns.

## **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

## **Policy**

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

All issues and concerns raised by parents/guardians are taken seriously by Campus Child Care Cooperative of Guelph 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.

If the matter is of concern to the Board of Directors you may request that the issue be discussed at the next Board meeting or you may discuss it with the appropriate Board member.

If a Board member is approached by another parent regarding a staff complaint, the following procedure will be followed by the Board member:

1. The Board member will suggest that the parent take the complaint directly to the Centre's Executive Director and/or Supervisor.
2. Alternatively at the parent's request, the Board member will offer to take the complaint to the Executive Director and/or Supervisor on the parents behalf.
3. If the above options are not suitable, the Board member can bring the complaint to the attention of the Board at the parent's 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 addressed within 48 hours. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### **Confidentiality**

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

### **Conduct**

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

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

As it is in everyone's best interest to maintain harmony and good-will in the Centre, the Board of Directors reserves the right to ask a family to withdraw from the Centre should a parent's behaviour be threatening or continually challenging to the staff, children or program.

### **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

### **Procedures**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
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<p><b>Program Room-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the program staff directly</li> <li>- program staff to inform the Executive Director or Supervisor</li> <li style="text-align: center;">or</li> <li>- the Executive Director or Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern within 48 hours of it being raised</li> <li style="text-align: center;">or</li> <li>- arrange for a meeting with the parent/guardian</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Executive Director, Supervisor or a Board Member as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> <li style="text-align: center;">or</li> <li>- the Executive Director or Supervisor</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Executive Director or Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>If additional investigation of the issue/concern is required, the appropriate party will respond as soon as reasonably possible.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> <li style="text-align: center;">or</li> <li>- the Executive Director or Supervisor</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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

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

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

**Contacts:**

Dori Cross, Executive Director 519-826-6927 [director@campuschildcare.org](mailto:director@campuschildcare.org)

Main Office 519-822-1280 [office@campuschildcare.org](mailto:office@campuschildcare.org);

Ministry of Education, Sherry Standish, Program Advisor, Toronto West Region

Child Care Quality Assurance and Licensing Early Years and Child Care Division, Ministry of Education 416-303-8889 or [sherry.standish@ontario.ca](mailto:sherry.standish@ontario.ca)

County of Wellington, Children's Early Years Division Child Care Information Line 519-837-3620 ext 3095 or 1-800-265-7294 ext 3095 or email [childcareinquiries@wellington.ca](mailto:childcareinquiries@wellington.ca)

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

## Security

The Centre has a computerized security system that allows only staff and parents with a coded key to gain entry to the building. Any other person must ring the bell and be greeted by a staff member. We ask for your cooperation in maintaining a secure environment by being aware of anyone who enters the building with you. If in doubt, please ask the person to wait and find a staff person who will then assist that person. In addition, there are security cameras facing the parking lot and front door that are monitored by OMAFRA security. The Centre also has its own security system to guard against intruders after hours.

## Protecting Our Children Policy

The staff at the Centre will always have the best interests of the child in mind while making decisions involving that child. All staff with the responsibility of caring for a child, is obligated to report any signs of child maltreatment under the *Child and Family Services Act (CFSA) 72 (5)* to the appropriate child welfare authority. CCCCCG would then be obligated to contact the *Family and Children's Services of Guelph and Wellington County*.

Maltreatment or indicator that the safety of a child may be in question may present itself in the form of physical, sexual or emotional abuse and/or neglect. CCCCCG works in collaboration with various governments and agencies to ensure our children are safe. In cases regarding child abuse and neglect, the following information from the Ontario Ministry of Children and Youth Services provides important background:

We all share a responsibility to protect children from harm - a responsibility that extends to those situations where children suffer abuse and neglect in their own homes. Ontario's Child and Family Services Act (CFSA) provides the guidelines for professionals and community agencies to follow in order to ensure the protection of children in their community.

Section 72 of the *CFSA* states that members of the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to the local child welfare authority. The Act defines the phrase "child in need of protection" and sets out what must be reported to the local child welfare authority. This definition includes what may constitute physical, sexual and emotional abuse and/or neglect.

On the website a brochure explains the "duty to report" section of the Child and Family Services Act and answers common questions about your reporting responsibilities. It also reprints relevant portions of Section 72 for your convenience. It does not provide specific legal advice. Please consult a lawyer or a children's aid society about any specific situation.

For more information:

<http://www.fcsqw.org/en/>

<http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/index.aspx>

**Link to the brochure:**

<http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/abuseandneglect/abuseandneglect.aspx>

## **Duty To Report Policy**

If a member of CCCCCG has any concerns involving the welfare or safety of a child please inform the Director and/or Supervisor, and if necessary contact *Family and Children's Services of Guelph and Wellington County* at 519-824-2410. Reporting to your local child welfare authority can be made anonymously or by providing identifying details regarding yourself and your relationship to the child(ren) in question. In accordance with the *CFSA* the appropriate community agencies, possibly the local police and child welfare authority, are obligated to act by ensuring that any instance where a child or child(ren) are at risk of harm, be investigated in a timely matter. These agencies have protocols and the training to assess risk and comply with the *CFSA* and *Criminal Code of Canada*.

## **Parent Intoxication Policy**

The CCCCCG centre supports staff and volunteers in following specific procedures should a parent / guardian or anyone picking up a child appear to be under the influence of alcohol and/or illicit substances when assuming or has just had care of a child(ren). The decision of classifying a parent/caregiver as under the influence of alcohol or an illicit substance will be determined by the CCCCCG staff or the reporting parent. As previously discussed regarding "Duty to Report" under the *CFSA*, the appropriate child welfare authority will be promptly notified should the ongoing safety and protection of the child(ren) be in question. In a circumstance whereby a parent/caregiver fails to comply with this Policy and or attempts to leave the premises with the child(ren), the local police services and child welfare authority would be contacted promptly as the safety of the child(ren) is paramount.

## **Custody Procedure Policy**

Parents must indicate the following on the initial application form or at the time a separation or divorce occurs:

- If there is a custody order – parent must provide a copy of the order for the child's file.
- Indicate people authorized to pick up the child.
- An example of additional information that may also be helpful includes: a photo, or if one parent is not involved regularly in caring for a child(ren) it may be helpful for staff to have a photo of the other parent

Staff are required to be familiar with the information in each child's file. Upon intake, staff will be notified by the Supervisor or Executive Director if such documentation exist. This information is also listed on the:

- Emergency Information sheets for each child in each program binder
- Office emergency information binder

Staff will need to be aware of the custody ruling:

- Who has custody of the child?
- If partial custody, what day(s) the child is accessible to each parent.

If a parent attempts to break the custody ruling at any time, the Executive Director/Supervisor or staff person may verbally try to retain the child. However, the staff must at no time use physical force to retain a child.

In the event that there is flexibility with the custody arrangement, parents are asked to update staff and/or the Supervisor/Executive Director of any situations or arrangements that would be helpful or are important for Centre staff to know and be aware of. We support upholding the

safety of the child(ren) at all times.

If a child is removed from the Centre without permission, the police, and OMAFRA security will be called immediately by the Executive Director/Supervisor or a staff person.

Please note that CCCCCG is a neutral third party that does not get involved in custody proceedings. We will only follow procedures as indicated in legal documents.

## **Parking**

Please do not leave children unattended in the parking area or in your car. During peak drop-off and pick-up times, cars are constantly moving in and backing out which creates, potential danger to all children. For the safety of all children, we do ask that no children be left alone.

Please turn off your car's engine while you are dropping off or picking up your child. The exhaust of several cars idling unnecessarily in a limited area can pose serious health hazards to children and adults.

## **Emergency Management**

The centre has an Emergency Management Policy and Procedure that provides clear directions to follow when dealing with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Link to policy is located on the website.

Tornado and fire drills along with emergency plans are in place so the staff can deal competently with any unexpected situations should the need arise. Fire drills are conducted on a monthly basis following the emergency fire procedures outlined for each specified area. Tornado drills are conducted 3 times a year within the months of April to September following our designated tornado procedures for each program room.

The Centre also has 2 designated emergency shelters as well as a Centre cell phone. The first shelter is the OMAFRA building located next door and the second shelter is the Bovey building located directly across South Ring Road. This information is located on the parent board in the main hallway.

### **Evacuation**

If parents are present during an evacuation, you will be asked to join us. Parents should not leave with their child from the evacuation site until attendance has been taken.

### **Lockdown / Hold and Secure**

In the event of a Lockdown or Hold and Secure, parents will not be permitted to enter the building unless authorized by Emergency Personnel. If parents are present, they will be asked to remain on site and will not be allowed to leave with their child until proper approval by Emergency Personnel.

# Medical Policy for Children

The purpose of this medical policy is to establish a clear set of guidelines designed to promote an inclusive environment that is as healthy as possible for all, while respecting each parent's need to access child care on a consistent basis.

## Part One:

### General Policy Guidelines

1. The Health Unit is an integral part of our medical policy development. The Health Unit may be contacted with any question that may arise surrounding an illness. As a licensed child care facility, we are required to follow any directives from our local Public Health Unit.
2. The Child Care and Early Years Act 36(1), requires that a daily observation of each child is conducted in order to detect possible symptoms of ill health. Staff will be looking for symptoms of ill health such as fever, rash or gastrointestinal symptoms.
3. Staff will also be mindful of any sudden changes to a child's behavior, sleeping or eating patterns or signs that a child has lost some previously acquired skills i.e. stopped being able to feeding him/herself, stopped using language. Any changes will be communicated with parents immediately.
4. If a child becomes ill during the course of the day, staff are required to contact the parent / guardian to pick-up their child as soon as possible. All attempts will be made to remove the child from the program and for either a staff member, Executive Director or Supervisor to the office or parent lounge. Please note that the Centre does not have a 'sick room' for children, we do our best to accommodate any sick children while keeping in mind the health and safety of the rest of the children.
5. If your child is sick or has any new or worsening symptoms of illness, they should remain at home until their symptoms are improving for 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and should see assessment from their health care provider if needed.

\*\*If the health care provider states that no illness is confirmed, a doctor's note will be required stating that the ill symptoms / rash is not contagious

6. Upon arrival at the centre, program staff are to be informed of any prescription or non-prescription medications used by a child in the past 24 hours.
7. The centre agrees to administer medication according to the following policy:
  - i. Prescription medications must be in the original container with the pharmacy label attached indicating the child's name, dosage instructions, doctor's name, dates, storage etc.
  - ii. Non-prescription medications (Tylenol, cough syrup, etc) can only be administered when accompanied by a written note from a doctor and must be in the original container.
  - iii. The application of non-prescribed medicated creams and ointments will be

permitted for the purpose of treating minor abrasions, cuts, burns, insect bites (Polysporin for skin, Benadryl cream, After-bite). We are limited to the number of applications as set out in the directions.

- iv. The centre will not administer medicated non-prescribed cream/ointment/eye drops that are to treat a contagious illness unless prescribed by a doctor or with a doctor's note.
  - v. Non-prescribed medicated creams/ointments such as skin lotion, Vaseline and diaper creams will be applied and staff will only make a record of the administration if an adverse reaction is noted.
8. Parents must complete a permission form for the administration of all medications. The Executive Director/Supervisor or designated person in charge will assign a staff member in the program room to administer the medication. Staff will record administration times and amounts.
  9. When the prescribed course of medication is completed the form will be kept in your child's file.
  10. Many illness policies allow for a child's participation in childcare after a specified time provided that the child is able to participate in normal childcare activities and routines. These normal activities and routines require a child to be alert, not be crying uncharacteristically, not trying to or actually falling asleep in the midst of an activity, and being able to keep up as well as he/she normally would.
  11. If the child is unable to participate in normal childcare activities and routines, staff will contact the parent and ask that the child be taken home for the day. In the event that a child returns to the Centre the following day and is again unable to participate in normal activities, the Executive Director / Supervisor will contact the parent. If for a third consecutive day the child is unable to participate in normal childcare activities and routines, a note of permission will be required from a doctor before the child will be re-admitted to the Centre.
  12. Outside play (weather permitting) is a requirement of the Ministry of Education. As such, if a child is too sick to participate in outside play, he/she should not attend child care.
  13. Any illness or medical condition not addressed in the second part of this policy involving a situation in which the Executive Director/Supervisor has reasonable grounds to require that a child be removed from the child care, and which is disputed by the parent, shall be resolved by requiring a doctor's note before the child can be re-admitted to the Centre.

### **Special Medical Needs / Ongoing Medical Conditions**

1. All centre staff will receive specific training with regards to the special medical needs of a child, either by the parent, management or medical professional.
2. The parents will meet with management to complete an Individualized Medical Plan for their child. This plan will be reviewed annually, when the child moves to another program or when changes need to be made to the plan. See also Anaphylaxis Plan.
3. The medical need will be identified on our Allergies/Special and Ongoing Medical conditions form in each program, kitchen and with each program group.



4. Students, volunteers and other professionals who have direct contact with the children will be made aware of the special medical needs of any child during their intake /orientation.
5. Prescribed medications may be kept at the centre for life threatening illnesses or allergies. Parents and centre staff are responsible to ensure that the medication is on site and has a valid expiry date. If medication is not on site or has expired, the child may not attend.
6. If a medical device is kept at the centre i.e. glucometer, aerochamber, thermometer, the parent/guardian is responsible to provide the manufacturer's instructions and to clean and sanitize.

### **Outbreak Policy – Gastrointestinal Like Illness**

1. When an age group (program) has 3 or more children with signs and symptoms of vomiting and/or diarrhea within a 4 day period.

OR

2. When 3 or more children within the entire center exhibit signs and symptoms of vomiting and/or diarrhea within 48 hours.
3. In the event the Health Unit classifies the Centre as being in an outbreak situation, the parents will receive a letter informing them of the situation and what to expect. The Health Unit would monitor our progress every day and instruct us as necessary. If your child experiences diarrhea, Public Health may recommend that a stool sample be taken (kit provided by the Public Health or the Centre).

\*Please note that the Centre will not take a stool sample from any child. The results of any stool sample tests will not be shared with the Centre. They remain confidential between Public Health and the family.

## **Anaphylaxis Policy**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergic reaction may be related to food, insect stings, medicine, latex, exercise etc., with the most common food allergens being peanuts, tree nuts, seafood, egg and milk products.

Our anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and increase awareness of parents, staff, students and visitors to our centre. General information on life-threatening allergies including anaphylactic allergies will be provided to staff, parents, students, and volunteers.

### **Individual Anaphylaxis Emergency Plan**

Each child enrolled at the centre will be required to have an individual plan and emergency

procedures in the event of a life-threatening emergency. The parent/guardian and physician will be required to provide relevant information to the child's individual plan including emergency procedures that include:

- A description of the child's allergy.
- Monitoring and avoidance strategies.
- Signs and symptoms of an anaphylactic allergy.
- Action to be taken by the child care staff in the event the child has an anaphylactic reaction, whether immediate or delayed, if a child is not given an EpiPen as outlined in their Individual Anaphylaxis Emergency Plan.
- Parent/guardian consent that allows the child care staff to administer the allergy medication in the event of an anaphylactic reaction.
- Emergency contact information.

All staff, students, and volunteers will be trained by management annually on the emergency procedures to follow in the event that a child has an anaphylactic reaction. The training will include the signs and symptoms and how to administer an epinephrine auto-injector.

## **Criminal Reference Check (CRC) with Vulnerable Sector Screening Policy**

Campus Child Care Co-operative of Guelph Inc. requires that all employees, students and volunteers must obtain a vulnerable sector screening check which includes a criminal reference check prior to commencing employment and having unsupervised access to the children or interacting with the children. The Executive Director or Supervisor must see the original document, and will keep a copy in the individual's file.

### **Conditional Employment**

Conditional job offers may be necessary during the time it takes to obtain the VSS. Individuals that produce a receipt for their VSS may be allowed to start their position or volunteer immediately. These individuals will at no time be permitted to be alone with the children until the VSS has been reviewed by the Executive Director/Supervisor. If within four weeks from the date on the Vulnerable Sector Screening receipt, a copy of the original VSS has not been submitted to the Executive Director/Supervisor, privileges will be severed until a VSS has been produced.

## **Serious Occurrences – Posting Requirements**

The safety and well-being of children in our centre is of the highest priority. In spite of all best precautions, serious occurrences do occur.

A serious occurrence could include:

- The death of a child while receiving care at a home child care premises or child care centre;
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;
- A life threatening injury to or a life-threatening illness of a child who receives child care at

- a home premises or child care centre;
- An incident where a child who is receiving child care at a home premises or child care centre goes missing or is temporarily unsupervised, or
- An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre

Licensed child care centres are required to report serious occurrences to the Ministry of Education and post the information for parent in a conspicuous location. This is done through the posting of the Serious Occurrence Notification Form and will be posted for 10 days. The centre will be emailing all families within 24 hours of any Serious Occurrence at the centre. For more information visit [www.ontario.ca/ONT/portal61/licensedchildcare](http://www.ontario.ca/ONT/portal61/licensedchildcare)

## **Appendix A: Value Statement**

### **Core Values and Beliefs**

To accomplish our vision and mission, the Campus Child Care Co-operative of Guelph (CCCCG) will base its decisions and actions on the following core values and beliefs:

### **Our Structure – Co-operative, Non-Profit, Charitable**

- The Campus Child Care Co-operative of Guelph is a co-operative, non-profit, charitable child care organization where the parents are members and support the centre and the individual programs through parent involvement activities.
- The governing body consists of a volunteer board of directors that is elected by and accountable to the entire parent body.
- The centre is governed by the Ministry of Children and Youth Services, the Ministry of Education, County of Wellington Child Care Services and the Wellington-Dufferin-Guelph Health Unit. CCCCCG has also created internal documents (By-laws, Policies and Procedures, etc.) to reflect the expectations and operational requirements of these licensing agencies.

### **Learning Environment**

We strive to create an environment that is responsive to children's life experiences, interests, interactions and development.

- Staff and families support an environment where all are physically and emotionally safe to experiment, ask questions, and make mistakes.
- All children, staff and families are embraced for their own individuality in a supportive environment that enables all to thrive.
- The environment invites curiosity, problem-solving, enjoyment and celebrates accomplishments while ever evolving with the shared input from children, staff and families.

### **CCCCG Values**

At CCCCCG we believe the staff, parents and children play an integral part in developing a respectful, diverse community.

- Provide **accessible, high quality** child care.

- Provide **equal opportunities** for all families.
- Welcome the **diversity** of each family.
- Provide a **family oriented** environment.
- Ensure a **safe, accepting** environment for the whole family.
- Provide the children with a **foundation** for life-long learning by:
  - Fostering the ability to **adapt** to changing situations in a positive manner.
  - **Encouraging growth** in self-confidence, self-esteem, self-discipline, independence and problem solving.
  - Encouraging children to **express** their needs and feelings through socialization and cooperation with peers and adults.
- Provide an environment where parents can **communicate** with staff, the Board of Directors and other parents.
- Provide staff with a **responsive work environment** and ongoing professional development opportunities that are on the forefront of Early Childhood Education.
- Facilitate **long-term sustainability** of the centre by:
  - Maintaining financial viability.
  - Collaborating with external agencies and service providers.
  - Ensuring board/management/staff succession.
  - Fostering open communication with the parent body.
- Support the wider community by providing an environment that fosters the development of self-confident and engaged citizens.

## **Supporting our Values**

In pursuit of these values, we strive to encourage and facilitate the following commitments.

### **Staff:**

- Provide a **nurturing, comfortable and inclusive environment** that allows children to feel safe, explore, experiment and learn with a wide range of authentic experiences.
- Respect the **individuality** and **specific needs** of each child.
- Provide **progressive programming** based on current child development curriculum and facilitate activities that incorporate a variety of learning styles.
- Support a **respectful** and **team oriented** work environment.
- **Support** the parent's right to contribute to the process of their child's development.
- **Respect** parents as the primary and most important provider of care and nurturing.
- **Complement** the role of the parents in a supportive and responsive manner.
- Act as a **resource** for parent education on child development and learning.

### **Parents/Families:**

- **Collaborate** with teachers as **partners** in their children's care and development.
- Ensure **open communication** with the staff.
- **Contribute** to the learning environment by **sharing** personal experiences, traditions, abilities and interests.
- **Support** the centre and the individual programs through fundraising, volunteering and **parent involvement**.

### **Children:**

- Learn through **experiences** and **play**.
- **HAVE FUN!**

## Appendix B: CCCCCG Staff and Board of Director Information

### Board of Directors Positions

Chair  
Vice Chair  
Personnel  
Policy and Procedure  
Finance  
Fundraising  
Facility  
Members At Large

### CCCCCG Staff and Programs

Infant Program	5	combination of registered ECE's and teaching assistants
Toddler Program	2	registered Early Childhood Educators
Toddler Program	2	registered Early Childhood Educators
Preschool 1 Program	2	registered Early Childhood Educators
Preschool 2 Program	2	registered Early Childhood Educators
Senior Preschool	1	registered Early Childhood Educator
Centre T.A.'s	4	combination of registered Early Childhood Educators and TA's
Infant T. A.'s	2	
Supervisor	1	registered Early Childhood Educator
Executive Director	1	registered Early Childhood Educator
Cook	1	Food Handler Certified

## Appendix C: Board of Director Positions Descriptions

The Board positions are:

#### Chairperson

The Chairperson presides at all meeting and is responsible for the integrity of board process. He/she must ensure proper functioning of the Board and must maintain group process. The position is non-voting unless there is a tie.

#### Vice Chair

The Vice Chair helps to ensure proper succession and provides advice and assistance to the Chairperson. The Vice Chairperson will preside in the absence of the Chairperson.

#### Secretary

The Secretary acts as the clerk of the Board of Directors and attends all meetings of the Board of Directors (including regular parent meetings) and records all facts and minutes of all proceedings.

#### Financial

The Financial Coordinator monitors financial information and reports to the Board on the financial

position of the centre. He/she leads the processes of financial planning, budget preparation, and cost/benefit analysis with regards to issues with financial implications including staffing and enrolment.

#### Policy and Procedures,

The Policy and Procedures Coordinator ensures that all amendments and additions to centre policies, procedures and by-laws are recorded promptly and accurately in an official capacity following proper voting procedures.

#### Personnel

The Personnel Coordinator acts as a liaison between the Board of Directors, the Executive Director and staff.

#### Fundraising

The Fundraising Coordinator manages all fundraising events and is responsible for promoting, publicizing, and keeping records of events.

#### Facility

The Facility Coordinator monitors the safety, security and effective operations of the facility. They will liaise with the Ontario Realty Corporation, OMAFRA security personnel and building management, CB Richard Ellis.

#### Members-at-Large (x2)

A Member at Large position shadows the role of a current board member that will be leaving his/her position with the intention of replacing the outgoing member. The position is intended to facilitate board succession.

The Centre Executive Director is the twelfth member

The Executive Director reports to the Board of Director and is required to attend all Board and Parent meetings but is unable to vote. The Executive Director acts as a contact person between the centre and government and community agencies.

