

Creative Beginnings Childcare Centre

Parent Handbook

September 2023



This information is available in alternate formats and/or with communication support, upon request.
Contact info@creativebeginningschildcare.ca for assistance.



A GREAT BEGINNING THAT LASTS A LIFETIME!!

WELCOME

Welcome to Creative Beginnings Childcare Centre! On behalf of our dedicated team, I am thrilled to extend my warmest greetings and introduce you to our exceptional facility.

I am Christa O'Connor, the Executive Director of Creative Beginnings Childcare Centre. With immense pride, I stand at the helm of this high-quality childcare center, dedicated to providing an enriching and nurturing environment for your child's early years. As a Registered Early Childhood Educator (RECE) with years of experience in the field, I am passionate about fostering a love for learning, growth, and development in every child we serve.

At Creative Beginnings Childcare Centre, we firmly believe that children deserve the very best in care and education. As a non-profit organization, our focus is solely on providing an outstanding experience for your child, rather than pursuing financial gains. We place the utmost value on delivering exceptional care that prioritizes your child's well-being, individuality, and holistic development.

Rest assured, Creative Beginnings Childcare Centre is fully licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). This accreditation underscores our commitment to meeting and exceeding the highest standards of safety, quality, and professionalism. We prioritize creating an environment where your child can thrive, explore, and flourish while you enjoy peace of mind knowing they are in capable and caring hands.

Throughout this parent handbook, you will find comprehensive information that will serve as a valuable resource during your child's time with us. It outlines our program philosophy, policies, procedures, and the various services we offer to support your child's growth, including educational programs, nutritious meals, and engaging activities.

We consider parents and guardians as partners in your child's educational journey. Your insights, feedback, and active participation are invaluable to us. Together, we can create a strong foundation for your child's future success and well-being.

Once again, welcome to Creative Beginnings Childcare Centre. We are delighted to have you join our vibrant community, and we look forward to working closely with you and your child to provide an exceptional early learning experience.

Warm regards,
Christa O'Connor, RECE Executive Director

Land

Creative Beginnings Childcare Centre would like to recognize this land we live on. Baden is situated on the land traditionally used by the Haudenosaunee, Anishnaabe and Neutral Peoples. We acknowledge the enduring presence and deep traditional knowledge and philosophies of the Indigenous People with whom we share this land today



MISSION

Creative Beginnings Childcare Centre (CBCC) is a licensed non-profit charitable organization committed to providing exceptional childcare to the community and the diverse families we serve. We provide a vibrant play-based program for children which fosters individualism, creativity, socialization, and school readiness. Our knowledgeable, professional team of teachers offers resources to help support children in a fun, nurturing and safe environment.

VALUES

Compassion and love of children
Safe, trusting, and fun environment
Respect for and understanding of family diversity
Spontaneous learning
Knowledge and team focus of teachers
Creating community- a sense of belonging
Collaborative effort of staff and parents
Sharing resources

Vision Statement

Our future vision for Creative Beginnings Childcare Centre features a dynamic, growth-oriented organization actively partnered with families, donors, the local communities, and government agencies that recognize it as the benchmark for quality childcare-**the** place to be for leading-edge programming, innovative facility design and total commitment to children and their parents.

This vision also includes a flexible operation that values the individual and diverse needs of families, supported by a parent resource centre highlighting contemporary research on childcare issues. A team of professionally trained staff and a dedicated volunteer Board of Directors will accomplish these aspirations: who dare to dream it, create it, and achieve it.

Accessibility Standards for Customer Service

In fulfilling our mission, Creative Beginnings Childcare Centre always strives to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way as any other child, family, or staff. CBCC will fulfill the requirements of Ontario Regulation 429/07 – Accessibility Standards for Customer Service. We will use all reasonable efforts to ensure that all policies, practices, and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.



Safe and Welcoming For All

At Creative Beginnings Childcare Center, we take pride in celebrating all families and their unique units throughout the year. We understand that families come in diverse forms, and we value and respect each one for their individuality. Whether it's a single-parent household, two-parent family, blended family, or any other loving arrangement, we embrace and support every family with open arms. Additionally, we wholeheartedly celebrate and advocate for LGBTQ+ inclusion and acceptance not just during the month of June but throughout the entire year.

We believe in creating a safe and supportive space where LGBTQ+ staff, children, and families feel welcomed and affirmed. Our curriculum and activities are designed to promote understanding, kindness, and empathy, fostering an atmosphere where all children can grow, learn, and thrive while appreciating and respecting each other's differences. By promoting an inclusive environment that embraces the full spectrum of human diversity, we hope to sow the seeds of compassion and acceptance that will flourish in the hearts and minds of our young learners for years to come.

Ministry of Education, Child Care and Early Years Act

Creative Beginnings Childcare Centre is licensed by the Ministry of Education. The new Child Care and Early Years Act (CCEYA) came into effect in August 2015, replacing the Day Nursery Act. Along with the new Act, the Ministry included a document outlining the expected philosophical pedagogy for all childcare centres in Ontario entitled, "How Does Learning Happen" (HDLH). For more information about the CCEYA or HDLH, please visit www.edu.gov.on.ca/childcare/.

Program Statement

Our program statement is an active working document. It will be updated and modified as we learn and grow with our children, our families, and our community. All employees and student/volunteers shall review and sign off on the program statement and implementation policy prior to interacting with children and when the program statement has been modified.

Creative Beginnings recognizes that children are competent, capable, curious, and rich in potential. The following statements reflect our current practices of early childhood education.

In conjunction with the Ministry of Education's early childhood pedagogical document, "How Does Learning Happen", our Program Statement is organized around the following "four foundational conditions that are important for children to grow and flourish" (HDLH, p.7). At Creative Beginnings, each of our locations and/or rooms are encouraged to personalize their experiences. Therefore, the actions listed may vary slightly from centre to centre.



Belonging – “Every child has a sense of belonging when he or she is connected to others and contributes to their world” (HDLH, p.12).

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
<p>Support positive and responsive interactions among the children, parents, child care providers and staff</p>	<ul style="list-style-type: none"> • Create a warm, inviting, and inclusive environment for all. • Provide opportunities for children to play and learn together and develop relationships with each other. • Foster children’s positive self-esteem 	<ul style="list-style-type: none"> • Greet each child upon arrival with a smile and kind word. • Get down to the children’s level when interacting with them. • Offer validation (being warm, calm, and responsive) • Ensure a variety of resources are available for children, including resources to promote multiculturalism and inclusion. • Encourage family pictures and stories to be brought in and shared. • Invite parents to come into the rooms, and to stay and visit when they can. • Provide positive interactions with parents when they drop off and pick up their child.
<p>Foster the engagement of, and ongoing communication with, parents about the program and their children</p>	<ul style="list-style-type: none"> • Provide parents with regular communication in a variety of formats! • Provide opportunities for parents to engage in their child’s learning. • Respect and value parents as the primary experts of their child’s well-being and development 	<ul style="list-style-type: none"> • We have an Open-Door philosophy; parents are welcome any time. • Staff engage the children in regularly writing stories about their experiences, which is emailed home via HI Mama • Monthly newsletters are sent to parents. • Updates, notices, and good news stories are shared with parents via social media. • Program documentation is available in all rooms for parents to view. • Parents are invited to share their ideas, experiences, hobbies, traditions, favourite book, special skills, etc....via interactive parent displays at the centres or in-person presentations. • Special events and social activities for families are organized throughout the year (annual picnic, Winter Social, etc)
<p>Involve local community partners and allow those partners to support the children, their families and staff</p>	<ul style="list-style-type: none"> • Provide opportunities for children to explore their community and make connections to the real world • Establish connections with local organizations and community members 	<ul style="list-style-type: none"> • Children participate on field trips and community walks. • Community members are invited to present to the children (Seeds of Empathy, librarian visits, etc) • Shop locally for supplies when possible • Involve children in supporting community initiatives (Christmas hampers, Giving Tree, clothing drives, etc) • Participate as an organization in community events such as the Santa Clause Parade, etc. • Support co-op students from local universities and colleges by offering supervised placements and mentorship opportunities • Work cooperatively with various agencies such as KW Habilitation and Family and Children’s

		services to provide support and educational workshops to our children, families and staff
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Well-being – “Every child is developing a sense of self, health, and well-being” (HDLH, p. 12), including physical and mental health and wellness, and developing capacities such as self-care, sense of self, and self-regulation.

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Promote the health, safety, nutrition and well-being of the children	<ul style="list-style-type: none"> • Provide well-balanced nutritious meals and snacks in accordance with the Canadian Food Guide • Encourage physical exercise and activities that promote healthy living • Promote self-regulation • Provide a safe environment while still encouraging children to explore their world and develop their interests 	<ul style="list-style-type: none"> • Lunches include at least 4 food groups (only infant, toddler and preschool programs) • Snacks include at least 2 food groups • Provide variety in the menu to include culturally diverse menu items according to our family population • When considering children’s allergies, plan similar menu items when possible • Provide a minimum of 2 hours of physical activity opportunities to full day programs, and a minimum of 1 hour during after-school programs • Staff will get to know each individual child to identify and work to proactively minimize stressors, and help the child to become self-aware. • Staff model problem-solving skills with children and help them to identify their feelings, the feelings of other children, and possible solutions. • Children are actively supervised throughout the day by qualified staff while meeting or exceeding required staffing ratios. • Daily safety checks help to ensure a safe environment.

Engagement – “Every child is an active and engaged learner who explores the world with body, mind, and senses” (HDLH, p. 12).

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Foster the children’s exploration, play, and inquiry	<ul style="list-style-type: none"> • Provide a vibrant play-based program for children which fosters individualism, creativity, and socialization • Promote a sense of curiosity and discovery in children 	<ul style="list-style-type: none"> • Provide an open-ended art centre with a variety of materials to encourage individualism and creativity • Offer outdoor art activities using natural items • Provide loose parts to encourage imagination and creative play • Provide natural elements (twigs, rocks, shells, plants, etc) to help children explore the natural world • Go on nature walks • Include real items (such as dishes, lamps, glass jars, etc) for children to use
Provide child-initiated and adult-supported experiences	<ul style="list-style-type: none"> • Engage children in active, creative and meaningful exploration and inquiry 	<ul style="list-style-type: none"> • By engaging in open ended conversation and asking thought-provoking questions to children, staff will develop an understanding of each child’s

	<ul style="list-style-type: none"> • Staff will be co-learners with the children 	<p>interests, and will provide materials and activities to support those interests</p> <ul style="list-style-type: none"> • Staff will plan and invite children to participate in a variety of activities (for example, reading stories together, planting a garden, baking cookies, running a pretend pet hospital, exploring a map) • Staff will spend time exploring the world through children’s eyes by physically getting down to their level, as well as emotionally putting themselves in the children’s shoes
Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported	<ul style="list-style-type: none"> • Create a safe environment where staff and children can take risks in exploring their learning without fear of failure • Provide space and opportunities that are rich in potential for discovery, creativity, and learning 	<ul style="list-style-type: none"> • Staff encourage children to be respectful of the ideas of others • Classroom environments incorporate a feeling of ‘home’ by incorporating items such as real dishes, curtains, lamps, natural lighting, etc. where possible • Staff are given opportunities to shop for resources for their own classrooms, supporting the unique interests of their children • Staff actively engage in planning activities and environments that are based on children’s interests • Staff capitalize on spontaneous learning moments during the day by being actively engaged with the children
Support staff in relation to continuous professional learning	<ul style="list-style-type: none"> • All staff are engaged in continuous learning through a variety of activities and opportunities 	<ul style="list-style-type: none"> • Monthly team time for networking and learning together • Staff complete professional development each year, with financial support from CBCC as per policies and budget availability • Learning resources (early childhood magazines, articles, links to websites, etc.) are readily available to staff • CBCC Leadership Team engages in professional learning during bi-weekly meetings (book studies, TedTalks, reflective discussions, etc.) • External experts (Conestoga College PRC Consultants, guest speakers) support staff learning through presentations and in-class visits • CBCC has a membership to the Professional Resource Centre at Conestoga College and encourages staff to take advantage of their learning resources and classroom materials

Expression – “Every child is a capable communicator who expresses himself or herself in many ways” (HDLH, p. 12) through their bodies, words, and use of materials.

Ministry Regulation 46.3	CBCC Goals	CBCC Actions
Encourage the children to interact and communicate in a positive way and support their ability to self-regulate	<ul style="list-style-type: none"> • Provide opportunities for children to creatively express themselves in a variety of ways 	<ul style="list-style-type: none"> • Allow time for free uninterrupted play and the choice of a variety of interest/learning centres to encourage interaction • Staff speak to children using positive words and tone



	<ul style="list-style-type: none"> • Role model positive communication and interaction strategies 	<ul style="list-style-type: none"> • Staff talk about emotions and model empathy and self-regulation out loud for children to hear • Staff encourage children to solve problems by encouraging them to listen to their peers, by encouraging the children to express their emotions, and by helping them to think about how other people might feel • Staff help children to develop their own unique calming cues and strategies
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Hours of Operation

The centre is open year-round and operates Monday to Friday 7:00 a.m. to 6:00 p.m. Children must not arrive at the centre BEFORE 7:00 a.m. You will be asked to sign off on a late fee form. If this continues, possible termination of your childcare may occur.

Summer Camp Hours:
7:30 am to 5:30 pm

Please note, that CBCC will contact the police and F&CS if no contact can be made 30 minutes after the Centre closes.

The centre follows statutory holidays and WRDSB mandatory closure dates. We will be closed the following days:

- New Year's Day
- Family Day,
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day.

Each year, the Waterloo Region District School Board closes its school buildings for approximately one week during the winter break. When the school building is closed, our childcare centres are not permitted to operate. Families are NOT charged on mandatory school board closure dates between Christmas and New Years and on Easter Monday. Families are charged their regular scheduled days for all statutory holidays.

**The 2023/2024 winter closure dates are December 25, 2023, through January 2, 2024.
Creative Beginnings will reopen on Tuesday January 3, 2024**



PROGRAMS

INFANT (available at Sir Adam Beck)	0 months to 18 months
TODDLER	18 months to 2.5 years
PRESCHOOL	2.5 years to 4 years
BEFORE AND AFTER SCHOOL PROGRAMS	4 years to 12 years
P.D. DAY PROGRAM/ SUMMER DAY CAMP	4 years to 12 years

All programs are full day only

Movement between Programs

Once your child is old enough to move into the next age group, we will offer you the next available space that meets your schedule in that age group. This can take time - not all children will move right away. Children in our centre remain in their younger age grouping until there is an appropriate space for them in the next age group, and families continue to pay for the program that they are currently in.

*Children graduation from CBCC Preschool programs must withdrawal as on the last Friday before labour day as we follow extended programs with the WRDSB and do not accommodate staggered start days.

Curriculum

We use a pedagogical approach to learning. We believe the children to be capable and competent and therefore respect them as individuals and plan the curriculum around their interest. By actively observing children at play, teachers learn about the developmental progress of individual children and what skills and knowledge they are working on. They listen to children's ideas and interests, and connect their curriculum goals with those of the children in responsive and creative ways. Planning emerges from the children's interests and daily life in the program. We use *How Does Learning Happen?* as a platform for guiding our emergent curriculum.

Waiting List Policy and Procedures

Purpose

- This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.
- The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.
- This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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



Policy

General

- Creative Beginnings Childcare Centre will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

Each program and site supervisor is responsible for managing the waitlist that pertains to their programs.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The Supervisor or designate will receive parental requests to place children on a waiting list via Onelist (through Region of Waterloo).
2. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
3. Once a child has been placed on the waiting list, the licensee or designate can inform parents of their child's position on the list as requested.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to staff and internal families and then general public from the Onelist waitlist.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email and phone that a space has become available in their requested program.
2. Parents will be provided a timeframe of 24-48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.



Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

REGISTRATION AND FEES



Enrollment

Many children are able to enter a childcare facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child and the parent/guardian overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parent has left. When possible, we strongly encourage parents to set up some visitation times prior to the child’s first day. We welcome parents to call at any time throughout the day to discuss their child’s day and to assist in reassuring the parent that their child is adjusting.

An enrollment package must be completed and returned and the deposit and registration fee paid prior to the child attending. A photocopy of your child’s yellow immunization card **MUST** also be on file with the centre. We ask that parents indicate the expected arrival and departure time for all children so that we may staff according to those times. Any variation of 15 minutes or more to this schedule needs to be confirmed with the centre supervisor.

While every effort is made to accommodate each child, there may be occasions where a child’s particular needs cannot be met by our program. In that event, we may ask that the child be withdrawn. You will be given withdrawal notice of at least 2 weeks in this rare case.

Nondiscrimination Policy

Admissions to Creative Beginnings Childcare Centre shall be made without regard to race, color, religious creed, ancestry, national origin, disability, age or gender.



Fees/Deposit

A non-refundable registration fee of \$15.00 (CWELCC reduction. Full amount was \$30.00) is required upon registration, plus a \$250 (no CWELCC reduction) deposit which is refundable when 30 days' written notice is given. Please note, deposits are returned after full payment is received and not applied to a last month's invoice. You will receive it via e-transfer within 30 days of your child's last day. Deposits are non-refundable should a family withdraw prior to their scheduled start date.

Fees are collected via Pre Authorized Debit monthly. The invoices will be emailed/distributed by the Office Administrator. The invoice is to be paid by the 1st OR 1st and 15th of the month. If fees are not paid on time each month, a 2% interest fee will be applied. A charge of \$45 (non-base fee. No CWELCC reduction on NSF) applies to all NSF payments.

Canada-Wide Early Learning and Childcare System (CWELCC)

I am excited to share that our application to opt-in to the Canada-wide Early Learning and Child Care System has been approved. This means that our child care fees for children under 6 (end of SK school year June 30th, 2023) will be reduced up to 52.75%. Funding for the Canada-wide System is provided by the Federal government, and is being delivered through a partnership between the Ministry of Education and the Region of Waterloo.

Please continue to reach out to us should you have any questions.

Christa O'Connor, RECE, Executive Director, christao@creativebeginningschildcare.ca 519-208-6662

Creative Beginnings Childcare Centres Rates for January 2023

Program	Daily Rate (Previous base rate)	CWELCC up to 52.75% (Base)
Infant	\$77.40	\$36.58
Toddler	\$58.00	\$27.41
Preschool	\$49.50	\$23.39
JK/SK Before School	\$8.75	\$8.75 No reduction - under \$12.00
JK/SK Afterschool	\$19.00	\$12.00
JK/SK Before & After School	\$27.00	\$12.76
JK/SK PD day	\$40.00	\$18.90
JK Summer Camp (Daily)	\$49.00	\$23.52
JK Winter Camp	\$40.00	\$18.90
JK March Break	\$40.00	\$18.90



<p>Programs age 6+ do NOT qualify for CWELCC reductions</p> <p>Children in SK qualify until the end of June if they turn 6 between January and June. Children who turn 6 from July to December, receive a discount until the end of their birthday month.</p>		
	Age 6 plus	Children under 6
Grade 1-6 Before School	\$8.50	\$8.50 No reduction - under \$12.00
Grade 1-6 After School	\$18.00	\$13.50
Grade 1-6 Before & After School	\$24.50	\$18.34
Winter Camp 2023	\$40.00	\$30.00

*Subsidized families with a parent contribution can go under \$12 as per the CWELCC guidelines.

ALL INVOICES REMAINING OVERDUE AT THE END OF THE MONTH MAY BE SUBJECT TO BEING REFERRED TO A COLLECTION AGENCY ON OUR BEHALF.

Monthly Fundraising **New September 2023

We are excited to announce a new fundraising program at Creative Beginnings Childcare Centre (CBCC) that will help support our programs and ensure the best possible experience for your children. As part of the Canada-Wide Childcare and Early Years plan to reduce parent fees, we want to assure you that CBCC has not increased and will not increase childcare fees. Our commitment is to provide affordable and high-quality childcare services to all families. Please know that the fundraising program is ONLY for children under 6 and utilizing the CWELCC reduction program. If you wish to opt out of the fundraising program, please contact info@creativebeginningschildcare.ca.

To support our programs and maintain the level of excellence you have come to expect from CBCC, the Board of Directors and Executive Director have approved a monthly fundraising initiative. This initiative will require a contribution of \$30 (non base fees) per month per child from all non-subsidized families. This contribution will go directly towards enhancing our facilities, providing enriching activities and materials, and ensuring the well-being and development of all the children in our care. Families will see a \$30 charge per child on monthly invoices. It will be collected with your childcare fees.

We understand that every family's financial circumstances are unique, which is why this fundraising program is only for non-subsidized families. However, we encourage subsidized families and anyone else who wishes to contribute to participate in the program as well. Your additional support will enable us to go above and beyond in providing an exceptional early learning environment for all our children.



As a registered charity, CBCC will issue charitable tax receipts for all contributions made to the fundraising program. These receipts will be distributed in February of every year, allowing you to claim the tax benefits associated with your generous contributions.

We sincerely appreciate your ongoing support and dedication to the well-being and growth of your children. Together, we can create an even better future for our little ones. If you have any questions or require further information, please do not hesitate to reach out to our administration team.

Thank you for being part of the CBCC community and for your continued commitment to your child's development.

Tax receipt.

Tax Receipts will be issued no later than February 28th annually.

Withdrawal Notice

30 Days written notice is required when you wish to withdraw your child from a program.

Written messages should be sent to your child's supervisor or info@creativebeginningschildcare.ca. We **CANNOT** accept messages through HiMama as they go to the classroom educators and not the supervisors.

Flex Schedules (Extended Day Programs ONLY during the school year)

The Flex schedule Program was created to help families with ever changing schedules, month to month. We understand that not every family has the option of choosing their work schedule. In order for CBCC to maintain this program, we ask that families submit their schedules for the upcoming month no later than the 15th of the month prior (i.e.: September's schedule must be submitted to the office no later than August 15th).

In order for this program to be successful for both your family and CBCC's staffing needs, we will not be able to accept changes after that date, and charges will apply.

If you sign up for the month with full weeks and a statutory holiday is within that month, you will still be billed for the stat as well. Flex schedule requests are to help ever changing schedules, not full time.

If your child has not attended in more than 10 consecutive months, we will consider them to be withdrawn.
****New as of September 2023**

Vacation Credit

We do NOT allow credits due to vacation.

Attendance

If your child is absent or sick you will be billed according to your child's regular scheduled days. CBCC will keep the attendances and child records for 3 years after your child's last day.



Subsidy

Our centre has a purchase of service agreement with the Region of Waterloo for those families in need of financial assistance with their child care fees. Please talk to the Site Supervisor for more information.

Schedule Change Request

Once your child is signed up for a particular schedule, we presume that the schedule will be constant. If your child attends the centre part time, additional days may be added, provided there is space available. 30 days' written notice is required if you wish to change your child's permanent schedule (by email to the Site Supervisor).

P.D. Day and School Break Programs

Full day childcare for school-aged children is available on P.D. days, March break, and on operating days during the Christmas holidays (as determined by the Waterloo Region District School Board – dates vary each year). Snacks are provided for PD Days, March Break, Winter break and Summer Camp programs. Bagged lunches are to be provided from home. We recommend you sign up for this service a minimum of two weeks in advance. A sign-up form will be sent via email several weeks prior to the PD Day or school break. In order to staff the programs and plan for nutritional needs appropriately. Withdrawals after the 30-day deadline date will be billed to your account. **These program are filled on a first come- first serve basis and spaces cannot be guaranteed.**

Inclement Weather

In accordance with our agreement to operate in a Waterloo Region District School Board school building, if the WRDSB deems that the school building is to be closed due to inclement weather or other unforeseen circumstances, we are not permitted to be in the building. Therefore, please listen to public announcements on radio stations or other media outlets regarding school closures due to severe weather. If the school is closed, Creative Beginnings will also be closed. If the buses are not running, but the school is open, Creative Beginnings will be open. If the School Board deems it necessary to close a school during the school day, parents must pick up their child from our Centres as soon as possible in order that we can evacuate the building as directed.

Termination of Childcare Space

Your child's space may be terminated by CBCC for the following reasons:

Non-Compliance with General Policies and Payment Provisions

Failure to comply with any of the above policies, including any payment provisions.

Behaviour Related

This policy recognizes that a childcare centre is not always appropriate for all children. This could be because of physical or mental disabilities, or behaviour problems. This termination policy is meant to protect the children and staff of the centre from physical and/or mental stress brought on by the social and behavioural difficulties experienced by some children.



A decision to terminate a child's space will not be made unless all alternate avenues have been exhausted.

The following points will be considered:

- Verbal and/or physical abuse of staff and/or children by the child in question.
- An inability, by the child in question, to follow rules and routines, therefore consistently disrupting the program.
- Written complaints about the child in question from parents of other children in the centre.
- Inappropriate or disturbing behaviour exhibited by the child's parent.

The following procedure may be used in deciding to terminate a childcare space: An initial meeting will be scheduled with the respective parent(s) to clearly outline the issue at hand. The issue may be recorded and articulated to parent(s) by staff members for up to a one-month period. If the parent(s) can follow through on recommended practices, then staff will assist them in making contact with the appropriate agencies. Based on each situation, it may be necessary for the Executive Director of the centre (along with the Supervisor) to meet again with the parent(s) to discuss the issue. If the issues at hand continue, a termination will be given in writing by the Executive Director of Creative Beginnings Childcare Centre.

Creating Safe and Caring Environments

Creative Beginnings Childcare Centres is committed to providing all of our children with a safe and caring environment in which to play, learn, and grow. To establish consistency throughout the day for the school-aged children, school processes and consistent language will be used where possible. As such, we will take the following steps to support our programs.

- Programs will be staffed with the needs of the various groups in mind.
- Program staff will receive regular support and advice from the Site Supervisor regarding classroom management and activity planning.
- Program staff will strive to build relationships with each child in their care to proactively engage children in meaningful activities and to recognize when a particular child may need more support at any given time.
- Dividing larger numbers of children into smaller groups will provide the opportunity for staff to develop stronger relationships with each child in their group and will assist staff in monitoring activities. Groups may be combined for some activities should staff feel it would be beneficial for the children.
- Children experiencing difficulties will be given an opportunity for reflection (Solution Map) and an opportunity to make better decisions. The Solution Map will be sent home to be signed by parents and returned.
- A Behaviour Support Plan will be developed to assist children who experience continued or more serious difficulties. This will clearly outline supports that will be used, as well as behaviour outcomes and expectations. If aggressive or unsafe behaviour should continue despite all of Creative Beginnings proactive strategies, the child may be temporarily or permanently removed from our program.
- We recognize that parents are the primary experts when it comes to their child, and regular communication with parents will be a priority in order to assist children with good decision-making skills.



Staff & Educators

Our staff are trained, qualified professionals with a degree or a diploma in Early Childhood Education (or otherwise approved by the Ministry), members of the College of ECE, are First Aid and CPR Certified, and must have a clear Vulnerable Sector police check. Our centre supports staff training and development as an opportunity for improving current work performance, providing enrichment, and preparing individuals to meet future organizational needs. As part of the centre's commitment to professional learning, employees are required to have additional professional development activities per year. Our staff will help your child explore the world through various activities. They will also help your child to develop social skills in an atmosphere of warmth and caring. Please feel free to approach the staff with any questions or concerns you may have.

****NEW 2023 Communication App- HiMama**

At Creative Beginnings Childcare Centres we believe in fostering strong connections between parents and their children's daily experiences. That's why we are thrilled to introduce HiMama, a cutting-edge communication tool that will keep you informed and involved in your child's day like never before. With HiMama, you'll have access to a range of features designed to enhance your connection with your little one. By downloading HiMama's free parent app, available for iOS and Android, you can conveniently check in throughout the day and receive real-time updates about your child's activities. Stay informed about their playtime adventures, meals, nap schedules, and more.

Furthermore, HiMama provides a platform for seamless communication between you and your child's classroom. Send messages directly to the teachers, ask questions, or share any concerns you may have. Additionally, you can engage with your child's progress by commenting on pictures and celebrating their achievements.

As your child grows and reaches significant milestones, HiMama allows you to record and preserve these precious moments in their development. Capture their first steps, words, and other milestones, creating a lasting memory of their growth.

We are excited to take our center's communication to the next level, keeping you fully engaged and informed.

For more information about HiMama and its features, please visit www.himama.com/users/parents.

We cannot accept formal withdrawal or schedule changes through HiMama. Please email your child's supervisor directly.

Creative Beginnings Childcare Centre-Safe Arrival and Dismissal Policy

Respecting the Safe Arrival and Dismissal of Children

Purpose



Creative Beginnings Childcare Centre is committed to keeping the children in its care safe, and therefore has a safe arrival policy for children arriving from a school program to one of our after-school programs.

Safe Arrival and Dismissal Process:

Arrival

A parent/guardian should always let the centre know if their child will not be attending a program. However, if a child does not show up to a program and no notice has been given, the following procedure will be followed.

Where a child fails to arrive to the child's specified program, the staff will:

Full Day Programs:

Check for any missed messages from the parent/guardian. If no messages have been received about the child's absence by 1pm, the staff will contact the child's parent/guardian via Lillio (by HiMama) email or phone. and code attendance as required. If they don't hear back the day of, the staff will follow up the following day in person, phone, or childcare messaging app.

Extended Day Programs:

Arrival from WRDSB afterschool programs:

- If the school confirms that the child was not at school or left early, the child would be marked as absent at CBCC, however if the school confirms that the child was at school and did not leave early, it is the responsibility of WRDSB staff to locate the child and follow up with CBCC staff in ASAP.
- The secretary calls the child's teachers to confirm and follows up with the child's parent/guardian - as they have not yet entered our care.
- CBCC educators should record the events and all staff communicated with in the daily journal.

Arrival to before school care programs:

If a child fails to arrive at CBCC's before school program, the staff will contact the parent via phone or email after program ends. If the staff does not hear back during the day, they may follow up in person the follow program day when the child is back in program.

Dismissal



Release of Children:

A child may only be released from Creative Beginnings Childcare Centre premises:

To individuals specified by a child's parent/guardian.

The names of persons to whom the child may be released are clearly documented. These individuals are specified by the child's parent or legal guardian.

Persons to whom the child may be released, must be at least 14 years of age.

This information can be found on the child's vital information sheet in each program binder.

If the parent/guardian makes a request for a non-emergency pickup of a person not currently documented in the child's file, the request must be submitted in writing and the person must bring ID to verify at pick up. (A phone call or voice mail is not sufficient)

In the case of an emergency closure during the day, a parent/guardian may call the centre to identify an individual to pick up but may not be on the list. The parent/guardian must relay the message to 2 staff and follow up with an email within 48 hours.

If a child fails to be picked up by closing time, the staff will contact the parents/guardian via phone. If no contact is made, the staff will follow up with listed emergency contacts as per the child's file. If no contact is made within 30 minutes, the staff will notify the supervisor/designate, the police and F&CS.

Documentation

All instances of unusual circumstances related to the safe arrival and dismissal of children will be documented in writing, including the actions taken by the childcare center and any communication with parents, designated individuals, or authorities in the classroom journal.

Regular Review

This policy will be regularly reviewed and updated as needed to ensure compliance with regulations and to enhance the safety and well-being of the children under our care.

Regulation

CHILD CARE AND EARLY YEARS ACT, 2014

O. Reg. 137/15

Code of Conduct for families

Creative Beginnings Childcare Centre is committed to the health and safety of all our staff. We will make every effort to provide a safe, healthy work environment. We ask that all our families help us meet this commitment by ensuring that the Centre remains a respectful working environment, free from intimidation at all times.



If any staff feel that their environment is unsafe, they are encouraged to discuss the situation with the Management staff who may engage families in working towards an appropriate resolution.

Any strong concerns about your child's experience at the Centre can be brought to the attention of the Management staff for appropriate resolution.

YOUR CHILD'S DAY

Children must be brought directly to the classroom in the morning and their outdoor clothing removed and shoes put on by the parents. Under NO circumstances should a child be sent into the centre alone to find his or her classroom. Parents must ensure that a staff member is aware of the child's arrival. Make your presence known to the teacher if your arrival hasn't been acknowledged. We ask that everyone wipe their boots at the building's entrance to assist us in keeping the environment clean. Please use the front door to enter and exit the building rather than the playground entrance.

Children must be picked up by 6:00 p.m. or late charges may apply. If anyone other than the person authorized on your application will be picking up your child, please give written notice where possible, or call the centre. We will only release your child to people on your authorized pick up list and with proper photo identification. In the event of custodial disputes, we must have legal documentation regarding child custody arrangements.

The centre assumes no responsibility for children once they are picked up by a person authorized by the parent (i.e., relative, an emergency contact, childcare provider, etc.). It is the center's policy not to release children to siblings or others under the age of 14 years even with parental permission.

The Importance of Play

"Play is often talked about as if it were a relief from serious learning. But for children play is serious learning. Play is really the work of childhood." – Fred Rogers





Playing and learning is hard dirty work. Here are some clothing tips to help your child play and learn:

- Make sure your child knows it is ok to get dirty. Children often refuse to take part in a messy activity because they are afraid, they will get dirty
- Dress your child in comfortable, washable clothes.
- Make sure your child always has a change of indoor and outdoor clothing in their cubby, in case of accidents. Please label all clothing
- Outdoor play is an important part of our program, and the Child Care and Early Years Act requires that children are outdoors for a minimum of 2 hours per day. Therefore, clothing for all weather conditions should be at the centre, such as winter/sun hats, coats, snow/splash pants, Winter/rubber boots, 2 pairs of waterproof mitts, neck warmer (scarves are not permitted), etc.
- Please help keep your child safe by removing strings from your child's clothing (jackets/hoods etc.) to prevent choking/strangulation.
- Label all clothing so they can be easily identified; all items without a name will be placed in the "lost and found" and after a period of time unclaimed items will be donated.
- Send your child with clothing that encourages independent dressing and that is easily laundered.
- **SHOES** - It is recommended that running shoes be worn for your child's safety. Your child should leave an extra pair of shoes in their program.
- In the full day programs, the children will have their own cubby space in which to keep their personal belongings. A storage box with the child's name will be in the cubby. Please assist us in keeping this space clean and tidy.
- In before and after school areas the children may have a hook to store their belongings in their backpacks, please help to keep these off the floor as this can be a tripping hazard

Personal items from home

Please know that we understand the need and sometimes desire for children to bring toys or items from home. We know that some items can help children with transitions and make them feel a sense of comfort and we support them. Understand that we do our best to keep track of all your child's belongings. Please LABEL everything.

All diapers, wipes, creams and lotions for children who require them should be provided by the family.

Projects will be displayed on walls and placed in cubbies when they are ready to go home. Please watch for these and do not allow your child's work to pile up. Take it home to enjoy with them. They are very proud to share their creations.

Rest Time

After a busy morning of exercise and activities the preschool and toddler children rest on their cots for approximately 1 to 2 hours according to their needs. Sheets are provided by the centre. Please feel free to send a comfort toy with your child and blanket. Cots and cribs will be spaced out to encourage social distancing of 2 meters and be head to toe if the space is an issue. Infants have their own schedules, and this included sleep time. We ensure infants maintain their schedules as indicated by parents/guardians.



Nutrition

CBCC collaborates with professional nutritionists to help establish the best quality menu for our children. Wholesome, nutritious lunches and snacks (morning and afternoon) are provided for the infants, toddler and preschoolers. Bagged lunches are to be brought for school-aged children on PD Days, School Breaks, and Summer Camps. Menus for the programs provided with lunch are posted on the Parent Information Boards in each room for the current week, as well as the menu for the next week. Special dietary needs and allergies should be discussed with the Site Supervisor prior to enrollment. All containers, cups and other items MUST be labeled with your child's full name if bringing food into the centre.

****New September 2023**

All food substitutes for child restriction and/or allergies must be provided to CBCC from home. All food/drink substitutes brought from home must be labelled and in a microwave safe container. CBCC will not provide nondairy milk substitutes, please be sure to bring nut free substitutes.

Creative Beginnings Childcare Centre locations are allergy safe and will not knowingly serve nut products. Please DO NOT SEND FOOD ITEMS THAT CONTAIN NUTS AS WE ARE A **NUT SAFE** CENTER.

Bagged Lunch

Bagged lunches are only approved for programs with children 44 months and older.

When children bring a "bagged lunch" they are required to bring items that respect our Anaphylactic policy. We are a nut safe organization. If there is a child or staff in a program that has a food allergy that is life threatening, CBCC will communicate to that program to ensure bagged lunches do not contain those food items. If a child were to forget a bagged lunch, CBCC will provide a substitute as per what is being served to the children in our full day programs.

Emotional Development and Child Guidance

Child guidance is maintained through careful, active supervision, setting clear limits and giving age appropriate explanations. Teachers approach negative behaviors in a positive manner, using praise and attention to encourage desirable behaviors. Creative Beginnings staff view children as competent, capable, and rich in potential. We engage in problem solving alternatives where age appropriate, which may include:

Redirection

Guiding a child into acceptable options

Natural or Logical Consequences

Attempting to make the child aware of the result of his or her actions



Modelling

Demonstrating appropriate ways of interacting with others

Anticipation

Teachers plan and prepare the environment in such a manner to avoid conflict

Ignoring

Some inappropriate behavior can be ignored and more attention paid to appropriate behavior

Reflection Time

A child may be moved to a different supervised setting for a short period of time to reduce stressors and provide calming time

Positive Reinforcement

Showing genuine approval when children are engaged in positive activity

Prohibited Practices

In accordance with the Ontario Ministry of Education Regulation 137/15 ss.48, Creative Beginnings shall NOT permit:

- corporal punishment of the child;
- 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;
- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Duty to Report

Every person in Ontario is required under the Child and Family Services Act (CFSA) to report his or her belief that a child may be or is in need of protection to a Children's Aid Society, Family and Children's Services, a Catholic Children's Aid Society or the Jewish Family and Child Services.



Child and Family Services Act 1984 Section 72 (1) Item: Professional or Official Duties, Suspicion of Abuse or Child Protection Concerns: Despite the provision of any other Act, a person referred to in subsection 4, who, in the course of his or her professional or official duties has reasonable grounds to suspect that a child is suffering or may have suffered from abuse, shall forthwith report the suspicion and the information upon which it is based to a Children's Aid Society.

Child and Family Services Act Section 72 (2):

Ongoing Duty to Report: The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

Child and Family Services Act Section 72 (3): Persons Must Report Directly:

The person who has reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a Children's Aid Society. The person must not rely on anyone else to report on his or her behalf.

Duty to report under *Child, Youth and Family Services Act, 2017*

Reporting of Child Abuse:

Duty to report certain matters to director

18 (1) If, in the course of employment, it comes to the attention of a person prescribed by the regulations that there are reasonable grounds to suspect that there is an imminent threat to the health, safety or welfare of any child for whom child care is provided, the person shall immediately report the suspicion and the information on which it is based to a director. 2014, c. 11, Sched. 1, s. 18 (1).

Investigation

(2) If a suspicion is reported to a director under subsection (1), the director shall have an inspector conduct an inspection or make inquiries for the purpose of ensuring compliance with this Act and the regulations. 2014, c. 11, Sched. 1, s. 18 (2).

It is the legal responsibility of every person who performs professional or official duties with respect to a child, to report abuse or any suspicions of child abuse encountered during one's work, to the Children's Aid Society. This responsibility is extended to include any volunteers, students or support staff that have contact with the children. Persons failing to report suspicion of child abuse are subject to legal action and a fine if convicted. Suspected cases of child abuse by a staff member of the day nursery must be reported to the Ministry of Education, as well as the Children's Aid Society.

What does "Duty to Report" mean to my Family?

Duty to Report means that every staff member at CBCC has a legal responsibility to report any and all suspicions of child abuse or neglect. While it is our duty to report suspicions, it is the responsibility of Family and Child Services (F&CS) to investigate. The results of this investigation are confidential between Family and Child Services and the family involved. The staff at CBCC contacts Family and Child Services directly to report a suspicion. The staff of CBCC will not contact the family involved to discuss suspicions before calling F&CS or contact the family to notify them that a report has been made.

Serious Occurrence Reporting



Creative Beginnings Childcare Centre is responsible for delivering services that promote the health, safety and well-being of children. CBCC is accountable to the public and to the ministry to demonstrate that our services are consistent with relevant legislation, regulations and policies. Serious occurrence reporting is one of many tools that provides CBCC with an effective means of monitoring the appropriateness and quality of service delivery. A serious occurrence is a report that is made to the Creative Beginnings Childcare Centre's licensing body, the Ministry of Education. Examples of Serious Occurrences include: any serious injury that results in medical treatment, any disaster on the premises that requires emergency services, any complaint about operational, physical or safety standards of the service that is considered serious by the Creative Beginnings Childcare Centre. When a serious occurrence is reported to the Ministry by Creative Beginnings Childcare Centre, parents will be notified by a Serious Occurrence Notification Form on the Parent Board in the front entrance.

Health & Safety

To maintain a good standard of health, a Daily Health Check is completed upon each child's arrival at the centre. The centre follows Public Health and Ministry of Education guidelines on illness and exclusion policies. Children showing signs of a communicable disease such as **vomiting, 2 or more bouts of diarrhea,** must be kept home for a minimum of **48 hours** without symptoms before returning to care. Children with a fever of 101 F or 38.3C or higher can return once they are symptom free without the aid of medication.

Undiagnosed rash/skin disease must be kept at home and be seen by a doctor to confirm they can return. Should a child become ill during the day he/she will be supervised away from the other children and the Site Supervisor will use her discretion in deciding if the parent should be contacted and sent home. Should the child need to be sent home it is the parent's responsibility to pick up their child or to make arrangements for them to be picked up.



Child illness

Please notify the centre if your child has been exposed to any communicable disease whether or not they are showing any symptoms. A sign will be posted to report any communicable disease to the parents.

Accident Reports



Active children will end up with bumps and scrapes from time to time. If your child gets hurt at the centre a written report will be provided for you to sign explaining the details of the incident, and this will then be placed in your child's file. If there is a serious accident that results in the need for medical attention, the centre will contact you and arrangements will be made for you to pick up your child or meet the staff at the emergency facility. Staff will also reach out to tell you of any injury that occurs to the head. If you cannot be reached, we will contact your emergency contact.

Please know, any injury to your child above the neck and you will receive a phone call from your child's educator. **Upon registration, an emergency contact other than the parents MUST be given on the enrollment form. In an emergency, staff will always attempt to contact the parents first.**

Emergency Practices

Creative Beginnings Childcare Centre has emergency management policies and procedures. In the event of an emergency, CBCC staff will phone and/or email families to let them know of the situation and if they must come pick up their children.

A random monthly evacuation drill is conducted as part of our program. In the event of a building evacuation each location has its own emergency shelter as stated on the posted Fire Drill procedures. In order to prepare for other unlikely emergency situations, we will also practice a 'Lockdown Procedure' with the children. We ensure that we have any emergency policies and procedures in place to protect the children while they're in our care.

Prohibited Items

We ask that you assist us in providing a safe environment for the children by ensuring that your child does not bring money, balloons (either inflated or deflated), toys with small pieces or anything which may be a hazard to the young children at the centre.

Immunizations

As part of the enrollment process, all children must be up to date with their required immunizations prior to starting or have a signed exemption form completed. Updates must be given to the Site Supervisor as immunizations are completed and yearly as required. In the event of an exemption, the CCEYA requires notarized paperwork.

Medication

Only prescribed medication may be administered by the Educators in your child's program. A two-step process is in place to ensure accuracy. A medication form must be completed by the parent or guardian



before medication may be dispensed, and the staff administering the medication must sign the form after giving the medication. All medication must be brought in the original container labeled with: A child's full name-date-dosage (amount and time to be given) and storage instructions (i.e.; refrigerated). All medications and forms must be kept up to date to ensure they will be administered upon request.

All Epi pens have their own form including details to the anaphylaxis protocol.

***All medication must be given to the child's teacher. It cannot be kept in a cubby or backpack.**

Sun Protection

All children are required to provide sunscreen that has a sun protection factor (SPF) of 30 with protection against UVA and UVB rays. Parents are encouraged to supply a hat each day. All child provided sunscreen must be labelled with the child's first and last name and parents/guardians are to complete a permission form.

Supervision of Volunteers or Placement Students

We welcome volunteers as well as student placements at Creative Beginnings. Volunteers and students must have a Vulnerable Sector Police check according to the Ministry of Education's regulations. Volunteers and students will be supervised and monitored at all times. Direct unsupervised access to children is not permitted for persons who are not employees. Persons under the age of 18 may not directly supervise children.

Volunteers and placement students are not counted in staffing ratios. Volunteers must be a minimum of 14 years of age to volunteer.

Clothing and Personal Belongings

We ask that very special home toys are kept home to prevent them from getting broken or lost. The staff will do their best to keep things safe but cannot be responsible for ensuring that toys are not lost or damaged if you chose to send toys to the centre. Toys that look like weapons should not be brought to the centre.

Projects will be displayed on walls and then placed in cubbies when they are ready to go home. Please watch for these as your children will be excited to take them home to show their family. Take it home to enjoy with them. They are very proud to share.

COMMUNICATION AND PARENT PARTICIPATION

It is our goal as a centre to maintain an "OPEN DOOR" policy. We feel it is important to have open communication with the parents and families. We ask that you advise us of any changes or events at home that may affect your child's behavior. Our staff are committed to providing an environment which fosters cooperation between the home and centre. It is very important that both the parents and the



teachers work together to help your child reach their full potential. Daily contact with parents is encouraged at drop off and pick up time or please feel free to call the centre to speak with your child's teacher.

Newsletters and calendars are sent home on a monthly basis to keep you informed of the activities and special events happening at the centre in your child's program. Program Schedules and weekly Program Plans are all posted in each program on the Parent Information Board located in each room.

Field trips: We welcome parents to help volunteer on class field trips. Those wishing to attend **MUST** have a current (within 6 months) Criminal Reference check, including vulnerable sector search as per the CCEYA.



Family Events: Throughout the year we plan at least two special family events, A Holiday Social and a year-end BBQ.

Board of Directors: The centre is operated in support by a volunteer Board of Directors. Meetings take place once a month (except July, August and December) on the third Monday of the month. You are encouraged to attend these meetings as members and are welcome to join the Board as well. For more information, please talk to your Supervisor or Executive Director who will put you in contact with the Board President.

For the 2023/2024 year, we will be looking to add 2 board members to replace those who are ending their term!

Parent Issues and Concerns Policy and Procedures



Name of Child Care Centre: Creative Beginnings Childcare Centre

Date Policy and Procedures Established: July 2016

Date Policy and Procedures Updated: May 2022

Purpose

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

Definitions

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

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

Policy

General

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 the Supervisor and Executive Director and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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



Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

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:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <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 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>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. 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>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <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>	



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.

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

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

Contacts:

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

Christa O'Connor, RECE, Executive Director, 519-208-6662, christao@creativebeginningschildcare.ca

Faye Wilson, Site Supervisor Sir Adam Beck, 519-634-4915, fayew@creativebeginningschildcare.ca

Heidi Dietrich, RECE, Extended Day Supervisor, Baden, 519-634-4915 x2 heidid@creativebeginningschildcare.ca

Alice Selig, RECE, Site Supervisor Baden PS, 519-634-5223, Alices@creativebeginningschildcare.ca

Aimee Johns, CA,CYW, Extended Day Supervisor, Baden 519-634-5223 x2, aimeew@creativebeginningschildcare.ca

Board President, Erin Okanik, board@creativebeginningschildcare.ca

Please check our website at www.creativebeginningschildcare.ca for more information and upon enrolling your child.

We look forward to being involved in your child's growth!

PLEASE KEEP THIS HANDBOOK FOR FUTURE REFERENCE



CREATIVE BEGINNINGS CHILDCARE CENTRE

Parent or Guardian Handbook Receipt Form

Parents or Guardians,

Please thoroughly review the Parent Handbook for the 2023/2024 year, which contains the policies and procedures for Creative Beginnings Childcare Centre while in the process of reopening. After reading the handbook, please complete this form and return it to the school via email as soon as possible. This form will be kept in your child's file for the duration of the school year.

Thank you in advance for your cooperation.

Sincerely,

Christa O'Connor, RECE
Executive Director
Creative Beginnings Childcare Centre

I, _____ (print your name), the parent/guardian of
_____ (print child's name), hereby acknowledge
receipt of Creative Beginnings Childcare Centre's Parent Handbook. I have read and agree to adhere
to all the policies and regulations set forth in this handbook.

Parent/Guardian Signature: _____

Date: _____