

<p style="text-align: center;">BLOSSOMING MINDS LEARNING CENTRE INC. PARENT HANDBOOK</p>

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As a licensed Ontario child care centre, we incorporate and follow:

- ELECT curriculum (Early Learning for Every Child Today)(<http://www.edu.gov.on.ca/childcare/oelf/>)
- Minister of Education” Policy Statement on Programming and Pedagogy (https://www.edu.gov.on.ca/childcare/program_CCEYA)
- How Does Learning Happen Ontario’s Pedagogy for the Early Year (<http://www.edu.gov.on.ca/childcare/pedagogy.html>)

Blossoming Minds Learning Centre Inc. (BMLC) offers full-time licensed child care for children between the ages of 3 months to 6 years. As educators, we believe that early childhood development is the foundation for all future behavior, learning and health. We know that the young brain is at its prime for growth of all kinds. We are committed to providing an environment, rich in experiences, which facilitates this. Music, inquiry based learning, hands on experiences, and learning through play, are central to our programming. Physical activity is a crucial component of learning for young children, both through structured activities such as dance, and free play. Pretend play, yoga and meditation activities are all part of helping children to develop self regulation.

1. PROGRAM STATEMENT

Influenced by the Reggio Emilia school of thought, we believe that there are three teachers of our children: the parent, the teacher and the environment.

The Parent: Parent participation in the life of the school is an essential component of the educational experience. Families are actively involved in meetings, school activities and events, such as student-led conferences or education seminars that cover topics on early literacy, play and social skills.

Collaboration: children, teachers, families, and the community need to work together. Group work is essential in advancing cognitive development. Children are encouraged to dialogue, critique, compare, negotiate, hypothesize, and problem solve through group work. Collaboration among home, school and the community to support the learning of the child is highly emphasized.

The Concept of the Capable Child: each child is understood to be competent, inventive, and full of ideas and they deserve our respect as the unique individuals they are. We are committed to providing child-initiated and adult supported experiences.

Environment as Teacher: children should learn by interacting with the world around them. Blossoming Minds Learning Centre is a friendly and inviting learning place. Classrooms reflect the natural environment. The walls are white or soft yellow to make the classroom a calm environment that allows the focus to be on the documentation of the children's learning processes. Both the indoors

and the outdoors are used as learning spaces, incorporating active play, rest, and quiet time into the day.

To see our full Program Statement, please see Appendix “A”.

2. PROHIBITED PRACTICES

The following are prohibited practices at BMLC:

- (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.

O. Reg. 126/16, s. 34.

3. HOURS OF OPERATION / CLOSURES

BMLC is open from Monday to Friday from 7:30 a.m. to 6:00 p.m. In 2018 we will be closed on the following dates:

<u>New Year's Day</u> January 1	Mon, January 1
<u>Ontario Family Day</u> Third Monday in February	Mon, February 19
<u>Good Friday</u>	Fri, March 30

Friday before Easter Sunday	
Easter Monday	Mon, April 2
Victoria Day Monday before May 25	Mon, May 21
Canada Day July 1	Monday, July 2
July 30 through August 3	Mon through Fri inclusive
OPEN on August 6	OPEN Mon August 6
Labour Day First Monday in September	Mon, September 3
Thanksgiving Second Monday in October	Mon, October 8
December 24 through December 28 inclusive	Monday Dec 24 through Friday Dec 28 inclusive

4. **WAIT LIST POLICY**

There is no fee to place your name on our wait list. Once a formal request has been made to be placed on the wait list (by filling out the form located on our website) parents will receive a confirmation by email or in writing.

It is the parent's/guardian's responsibility to contact BLOSSOMING MINDS LEARNING CENTRE INC. to confirm their spot on the wait list every 6 months. This MUST be done in writing, either by email or mailed letter. If this is not done, your name will be removed from the list.

Priority spots are determined based on:

Enrolled children- openings in rooms are first reserved for movement between rooms of children presently enrolled. Once all children have been moved between rooms, opening as are offered in the following order:

- a) Siblings of already enrolled children have priority;
- b) Catchment Area- children who will be attending our partnered schools for Before and After school care have preference for openings; and
- c) Registration date.

We have one master wait list, which goes by order of your registration date.

When we have openings, we go down our list **in order** and look for a match for the opening. We look for date of birth of child and our prospective openings for a match – we then look to see the date you requested. If the date is a fairly close match, we will offer you the placement even if it is sooner or later than you requested (sooner by approximately a month, later by age suitability). If you turn down the placement, we will proceed down the list. We do require a prompt response, so making sure your phone and email info is up-to-date is crucial, as people do register on many wait lists.

To ascertain your child's place on the waitlist, simply contact the Supervisor, who will be happy to discuss this with you and give you the required information. The wait list will be made available to those affected by it while maintaining the confidentiality and privacy of others on the list.

A fee of \$500 is needed to secure your spot once a date for enrollment has been offered– this will be credited towards the final month attended. We ask for written notice of one month to be given in case of withdrawal. If one month's written notice is not given, the deposit is forfeited.

5. FEES

Monthly fees will be located on our website, and can also be obtained by request from the Supervisor. Written notice of any fee increases will be given to all parents.

Fees are to be paid on the first of each month through check, e transfer or automatic withdrawals. . Please note that there are no refunds for illness, days not used, vacations, holidays or other absences from the program. Fees are subject to change. A minimum of 30 days notice will be given for fee changes.

When a confirmed date is given for enrollment, a deposit of \$500.00 is required to guarantee a space. The security deposit will be applied to your last week(s) of care when you withdraw from the Centre giving the required notice.

The Before and After school program varies from the above. This program differs from our other programs as it is closely aligned with the school year. For this reason, in order to keep the program viable, it is necessary to have a firm commitment from families for the entire school year. Therefore, a deposit of one month's fees, which will be applied to the last month of the school year, is

charged upon confirmation of a placement (please see registration form for this program for more details)

Fees are to be paid on the 1st day of the month. Cash will not be accepted as a payment fee.

All payments returned from a financial institution will be subject to a processing fee as determined by Blossoming Minds Learning Centre. If the processing fee is not reimbursed with a money order or certified cheque, within 20 business days, the child's care may be suspended.

A receipt of payment will be issued after the year end for income tax purposes.

Refunds will not be made for statutory holidays or any absent days (including vacations or illness). Before & After School Program parents are responsible for paying their monthly base rate if their child does not attend over the winter or March breaks. Refunds will not be made for missed days that result from the inability of the Centre to open (or early closure of the Centre) due to circumstances beyond the control of Blossoming Minds Learning Centre Inc. (including, but are not limited to, natural disasters, emergency situations, inclement weather, and/or other health and safety concerns).

A late payment fee of \$25.00 per week will be charged if payment is not received according to the agreed upon schedule.

The conditions of this agreement provide protection for parents as well as for our program. In order to assure that we can provide these services, it is essential that the program be financially stable. Salaries and overhead expenses cannot be reduced because of absentee losses. This contract is a commitment that you will financially support the enrolment space guaranteed for your child. Failure to meet your financial commitment may result in termination of child care services.

6. ADMISSION AND DISCHARGE POLICY

The following are requested upon enrolment:

- * Health Card number
- * Name, address, telephone number of family doctor, updated immunization and a list of allergies
- * After enrolment, records checked annually and updated as required
- * If a child is not immunized for reasons of personal belief (signed statement required) or medical reasons (documentation by doctor is required), families will be

required to make alternative care arrangements for their child in the event of an outbreak occurring in the Centre of any disease requiring immunization.

Discharge

Signed, written notice of permanent withdrawal by you must be given one month in advance, on the 1st of the month. If the required notice is not received, full program fees will be charged. The Before and After school program registration form should be consulted for specific details of withdrawal from that program.

Signed, written notice of permanent withdrawal by the Centre must be given one month in advance. Behaviour that poses a safety hazard will not be accepted and may result in immediate withdrawal.

The provision of our service is conditional upon compliance of both you and your child to our Code of Behaviour.

Should the Director of the program, determine that a child cannot adjust to the program, or if the parent has not upheld the contract, the child will be withdrawn and this agreement will be terminated. The process of termination for all children may include any of the following steps:

- Documentation of incidents
- Meeting with appropriate parties
- Counselling and/or consultation with outside agencies
- Suspension
- Removal from the program

7. CODE OF BEHAVIOUR

The safety of all children is our primary concern. The following expectations are necessary to promote a happy, comfortable, safe atmosphere. The child and the parents at all times shall:

- be courteous to others;
- use acceptable language;
- conduct themselves in a manner which allows others to feel safe from verbal and physical abuse;
- resolve conflict in a peaceful manner;
- respect the building and equipment as well as the personal property of others; and
- show personal respect for all individuals through behaviour and language.

8. LATE PAYMENT POLICY

Regular scheduled fees are due by the first of each month. If by the 3rd of the month any regular fees have not been received, a notice will be sent to the parents requesting payment immediately.

If payment of regular scheduled fees, previously over-due payments and/or fines has not been received by the 6th of the month, or an alternate arrangement made with the Director, then the parents will receive a 2nd notification to arrange payment and that they could be withdrawn from the Centre. The \$500 fee deposit is forfeited in this case.

In the case of non-sufficient funds, the same procedures as in late payments will be followed, an an administrative fee of \$50 will be charged.

9. RECEIPTS

Income tax receipts are issued at the end of each calendar year. Receipts for monthly fee deposits are issued in the year that the deposit is applied to the last month's fee.

10. MOVEMENT BETWEEN ROOMS

Children will move rooms according to the following:

- As is age appropriate
- As space allows in the next room
- As is developmentally appropriate

BMLC's policy is to move children through the centre in such a way as to provide for a smooth transition. Most movement will take place during the months of July, August, and September, unless space is available and the child is ready for the next program.

11. ILLNESS AND MEDICATION POLICY

In order to prevent the spread of illness between children, or to the staff, we ask that you keep your child at home when they have a fever or show signs of sickness.

When your child exhibits signs of sickness or develops a temperature of 101.4 F (or a lower temperature with other signs of illness) the supervisor/designate will call you to pick up your child. Your child must be symptom free for a period of 24 hours (fever free without medication) in order to return to BMLC. We strongly recommend seeking medical attention to ensure your child is well enough to return to BMLC. We reserve the right to request a doctor's note in certain circumstances where we feel it is warranted for the health precautions of staff and other children. Our entire policy is posted on the bulletin board in the centre.

Non-Prescription Medication (Cough Syrup, Tempra)

Blossoming Minds Learning Centre is not permitted to administer any medication to the children in their care that is not a current prescription. If a child requires a medication that is not a prescription, the authorization from a physician in the form of a doctor's note accompanied by the completion of the form called "*Non-Prescription Medication*" by the parent is required or the physician may fill out the form and sign it.

Prescribed Medication (Penicillin, Amoxicillin, etc.)

Only the ECE in each classroom is authorized to administer prescribed medication. The bottle of medication must be clearly marked with the child's name, the name of the medication, the date, the amount, and the time of dosage and be in its original container. The "Prescribed Medication Form" must be completed by the parent and signed prior to administration. The prescribed medication must be given to either the ECE in the classroom who will place it in locked container either in the classroom or in the kitchen fridge. A message must then be also written in the daily communication book in the classroom to ensure all staff is aware of the child's prescription.

Each room has a delegated ECE to administer medications, as well as a back up person should the delegated ECE being absent from the centre.

BMLC does not administer holistic or homeopathic remedies under any circumstances.

12. ANAPHYLACTIC/ALLERGIES/FOOD POLICIES

Parents/guardians of children that have been diagnosed with an anaphylactic allergy have the responsibility to provide a detailed individual emergency plan for their child and to train all BMLC staff, students and volunteers on their child's emergency plan prior to the first day of care. It is the parent/guardian's

responsibility to inform BMLC staff of a child's allergy at the time of registration and provide an annual update of any allergy changes.

13. **EMERGENCY PROCEDURES**

The parent must provide an emergency contact person's name, address, and telephone number.

An emergency contact person must be informed that he/she is the contact person and may be asked to pick-up the child in the event of an emergency, accident or illness when the parents cannot be reached.

A contact person must be available during the hours that the child is in the Centre. Contact persons and their personal information must be updated as required.

14. **CHILD GUIDANCE POLICY**

Introduction

Effective day care programs are planned in order to:

- * Allow children to select, plan and organize their own learning activities
- * Recognize and accept each child's individuality and developmental level
- * Establish a feeling of security and trust
- * Encourage positive social interaction
- * Minimize problematic situations in the environment
- * Enhance feelings of care, respect and acceptance between children and adults

It is the responsibility of the Director to ensure that each staff member, who is involved with the children, has read the Child Guidance Policy prior to working with the children. This also includes students and volunteers.

The policy is to be displayed and shared with parents and copies will be available upon registration of their child.

15. **SERIOUS OCCURRENCE POLICY AND REPORTING PROCEDURE**

BMLC staff have the responsibility to report serious occurrence incidents to the Ministry of Education Childcare Quality Assurance and Licensing within 24 hours and post within the centre information regarding the incident on a Serious Notification Form for 10 days. A Serious Incident can include incidence that may require 3rd party medical attention, disasters on premises, concerns over

operations of the program and others. For the full definitions and procedure, please visit <http://www.edu.gov.on.ca/childcare/offices.html>

16. EMERGENCY EVACUATION

In the event of an emergency evacuation from the centre (e.g, fire) the staff will follow Blossoming Minds' evacuations procedures. Staff and children will walk (put in strollers, wagons) to Earl Beatty Public School, 55 Woodington Avenue, Toronto Ontario M4C 3J6. Parents will be notified by email as is possible, phone and message left on the Centre voicemail.

17. CENTRE CLOSURES DUE TO WEATHER

If the Toronto District School Board closes the schools due to inclement weather, BMLC will also be closed. We ask parents to listen to the radio for announcements. We will send an alert through our email system with notice of any closures due to conditions such as weather or other circumstances beyond our control.

18. ARRIVAL/DEPARTURE – SIGN IN AND OUT UPON ARRIVAL IN THE MORNING

Room staff will greet each child and discuss with parents any matter pertaining to the child's health. Such discussions may include the following:

- well being
- visitors in the home
- changes in routine
- new job for parent
- symptoms of illness
- illness at home
- medication administered at home
- medication required at the Centre
- fill out Medication Form, if applicable

PICK-UP/DEPARTURE

Unless we are notified in writing, children will be released only to the parents.

We encourage parents to bring children to the day care by 10 a.m. to enable full participation in the program. If your child is going to be late or absent, it is imperative that the day care be notified.

We ask for your cooperation in picking up your child(ren) by 6 p.m. There is a late fee of \$10.00 between 1-5 minutes late and \$1.00 per minute thereafter payable to the staff on duty. This will be in effect for the first and second time that a parent/guardian arrives late.

Parent/teacher communication is promoted. It is important to always have an open line of communication between our families and the Day Care Centre. Please feel free to speak with staff and/or the Director as needed and whenever possible.

SIGN-IN/OUT

As an added safety check all children must be signed in and out daily. Attendance will be taken by staff; however, in the event of a fire, the sign in/out sheet will be used.

19. LATE PROCEDURE AND PAYMENT

Our Centre closes at 6 p.m. After that time, a parent is considered to be late and a late fee charge per occurrence is payable to the staff member on duty. Please remember staff need to be able to leave the Centre at 6 p.m.

You must be out the door with your child at 6:00 PM - not entering the door at 6:00 PM

1-5 minutes late = \$10.00 and \$1.00 per minute thereafter. This will be in effect for the first and second time that a parent/guardian arrives late.

On the third and fourth late arrivals a parent/guardian will be charged \$15.00 between being 1-5 minutes late and \$1.00 per minute thereafter.

If a parent is late a fifth time, a meeting will be arranged with the Executive Director.

Please note that during the winter months we do take into consideration that there are weather factors that affect travel time. We treat those as individual situations and depending on the severity of the weather determine whether to charge a late fee.

For those parents who have more than one child in the centre, please note that all of your children must be picked up by 6:00 pm, because you are in the building by 6:00pm and picking up child "A" from one room, does not mean that you are on time to pick up child "B" from another room.

If you are going to be late, please try to call the centre to let the staff know when they may expect you.

We do understand that sometimes circumstances beyond your control prevent you from arriving at the centre on time; however we would like to see that everybody gets to leave the centre by 6:00pm.

1) If by 6 p.m. no adult has called to warn of late arrival, staff will call each parent's/guardian's name and number on the child's file. Staff will try to determine if the parent is enroute.

20. OUTDOOR PLAY

The Child Care and Early Years Act stipulates that children over thirty months of age, in attendance for six hours or more in a day, play outdoors for at least two hours daily, weather permitting, unless a child's physician/parent advises otherwise in writing. The CCEYA also stipulates that each child under thirty months of age, in attendance for six hours or more in a day, is outdoors for sleep or play or both for a period of up to two hours each day, weather permitting, unless a physician/parent of the child advises otherwise in writing;

Children will have two hour outdoor programming daily except during inclement weather which is defined as temperatures **below** -12 degrees Celsius (actual temperature or due to wind chill), temperatures **higher** than 30 degrees Celsius, heavy rain/blizzard, sleet/hail, heavy winds or as indicated by posted humidex warnings, wind chill or other severe weather warnings (such as smog alert or heat alert).

If outdoor play is not possible due to inclement weather conditions as described above, an inside alternate gross motor play activity will take place.

Please ensure that adequate clothing is available so that your child can participate comfortably in all outdoor activities.

FOR SUN SAFETY, BMLC will adhere to Toronto Public Health guidelines which stipulate precautions that caregivers can take to protect children from overexposure to sun. The following precautions are in place at BMLC:

- a) Sun block will be applied to children prior to their time outdoors.
- b) Children will be provided with water to drink during their time outdoors.
- c) While outdoors, shaded areas of play will be provided for the children.

This policy will be reviewed with all staff annually and the staff will sign to demonstrate they have read and understood the policy.

21. FIELD TRIPS

The children may go for walks in the local community. These excursions are considered part of the daily program and will not include motor transportation. No private vehicles, other than the case of a parent/guardian transporting his/her own child, will be used for transportation of any child in any program provided by the Centre. An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion and written parental authorization forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany his/her child on field trips.

During all trips and walks, the individual ratios of each program will be maintained for all children.

22. SANITARY PRACTICES

Blossoming Minds Learning Centre is responsible to support the health and well being of children, comply with health related requirements and reduce illness spreading from person to person and respond to any health problems that may arise. By ensuring that all parents and staff strictly follow our health policies, we are ensuring the best possible environment for each child. The employees of Blossoming Minds Learning Centre shall abide by the regulations set out by Toronto Public Health and The Child Care and Early Years Act.

Cleaning Instructions and Procedures are posted where necessary, and communicated appropriately to all staff. Staff members should understand the importance of illness prevention in day-to-day practices. These practices include proper hand washing, diapering, and toileting and food preparation. These practices will limit the spread of bacteria and viruses and will promote a healthy child care environment.

General Hygiene

Blossoming Minds Learning Centre will make every effort to ensure that your children are kept clean during the day. The children will wash their hands and face before and after meals, and as needed. Children in diapers will be changed regularly and as needed.

You are asked to keep your child's cubby well stocked with spare clothing, so that staff may change change your child as needed. Please label your child's clothing. Clothing which becomes soiled during the day will be placed in a plastic bag in the cubby. Parents are to ensure that it is taken home each evening. **In the event that the child needs to be changed, and no spare clothing is available, the staff will contact the parent, and the parent may be asked to pick up the child.**

Parents are encouraged to bring their child to the centre in clean form. In the event that the general cleanliness and hygiene of a child is in question, staff will inform the program Supervisor or Director, who may contact the parents, or in extreme cases, the Children's Aid Society.

Each child will supply a a personal blanket. Linen and blankets are laundered weekly, or as needed, at the centre.

A conscious effort must be made to ensure that personal items are not shared. Staff and parents monitor that children's hats, coats etc. are stored separately and that the hook or cubby used for storage of these items are clearly labeled with the child's name.

23. NO SMOKING POLICY

No person shall smoke or hold a lighted cigarette anywhere in BMLC , including the playground or anywhere on BMLC property, whether children are present or not.

24. BOOSTER SEATS AND CHILD RESTRAINT FOR VEHICLES POLICY

If in an emergency situation a child is required to be transported from the centre in a taxi, when possible staff will secure the child using an age and size appropriate booster or car seat.

25. DUTY TO REPORT

All staff at BMLC has a legal obligation to report any suspicions of child abuse to the Children's Aid Society.

26. VOLUNTEERS AND STUDENT PLACEMENTS

MLC may have volunteers and/or students working within the organization along with the staff throughout the year. At all times, volunteers and placement students must be under the direction and supervision of BMLC staff.

Every child who is in attendance at BMLC must be supervised by an adult (must be 18 years of age or older) at all times. **No child or children will be supervised by someone who is not an employee of BMLC.** Students and/or volunteers may not be left alone with any child or group of children at any time. The only exception is if the parent of a child is also a volunteer then they may be alone but with only their own child. Volunteers and/or placement students are not considered or counted in staffing ratios.

Only employees of BMLC will have direct unsupervised access to children.

27. PRIVACY POLICY

Privacy of Information

All staff and volunteers understand that they will have access to confidential information about children and families. They agree to keep this information in strictest of confidence. Before sharing information about the children with outside agencies or schools, staff will obtain parental consent. All documentation of consent to share information will be kept on site in the child's file.

28. Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: NOVEMBER 7 2017

Date Policy and Procedures Updated: NOVEMBER 7, 2017

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.

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 BLOSSOMING MINDS LEARNING CENTRE 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 day(s). 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 Toronto Children's Aid Society (CAS) directly. Their phone number is (416) 924-4640.

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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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 <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 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: child care 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 2 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>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 Ministry of Education..

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:

Maggie Moser or Krista Dahlgren

info@blossoming.ca

416 546-9830

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

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

29. PROGRAM STATEMENT

Influenced by the Reggio Emilia school of thought, we believe that there are three teachers of our children: the parent, the teacher and the environment.

The Parent: Parent participation in the life of the school is an essential component of the educational experience. Families are actively involved in meetings, school activities and events, such as student-led conferences or education seminars that cover topics on early literacy, play and social skills.

Collaboration: children, teachers, families, and the community need to work together. Group work is essential in advancing cognitive development. Children are encouraged to dialogue, critique, compare, negotiate, hypothesize, and problem solve through group work. Collaboration among home, school and the community to support the learning of the child is highly emphasized.

The Concept of the Capable Child: each child is understood to be competent, inventive, and full of ideas and they deserve our respect as the unique individuals they are. We are committed to providing child-initiated and adult supported experiences.

Environment as Teacher: children should learn by interacting with the world around them. Blossoming Minds Learning Centre is a friendly and inviting learning place. Classrooms reflect the natural environment. The walls are white or soft yellow to make the classroom a calm environment that allows the focus to be on the documentation of the children's learning processes. Both the indoors and the outdoors are used as learning spaces, incorporating active play, rest, and quiet time into the day.

To see our full Program Statement, please see Appendix "A".

Appendix A

BLOSSOMING MINDS LEARNING CENTRE PROGRAM STATEMENT

Influenced by the Reggio Emilia school of thought, we believe that there are three teachers of our children: the parent, the teacher and the environment.

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GOALS AND APPROACHES:

We strive to provide an environment which:

1. Promotes the health, safety, nutrition and well-being of the children: Some procedures in place at BMLC include safe supervision of children at all times; child protection procedures and training; sanitation and disinfection procedures; and catered meals provided by Real Food for Real Kids following the Canada Food Guide; communicable disease prevention; emergency procedures; Standard First Aid and CPR training for all staff.
2. Support positive and responsive interactions among the children, parents, child care providers and staff. BMLC educators build a foundation of trust with children by being available, responsive, and caring. Focus on a respectful and inclusive environment is a priority for BMLC. We recognize

the individual needs of the children receiving care. We recognize the individual needs of families and appreciate their input.

3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate: BMLC staff role model respectful and inclusive behavior; small group experiences with adult attention help support the child's learning of self regulation and problem solving for conflict resolution; flexibility of programming allows staff to respond to the needs of the child in the moment; Staff encourage positive interaction between staff, child and families.
4. Foster the children's exploration, play and inquiry: program plans are flexible and provide opportunities for the learning environment to support the interests of the children; we provide a wide variety and ample selection of toys, equipment and materials to expand the children's experiences and development; we strive to provide open ended experiences based on the Reggio philosophy,; we provide numerous opportunities for families to learn about and understand our Reggio approach (provocations set up in the "nook" in the hall for children and parents to experience together, books displays, etc)
5. Provide child-initiated and adult-supported experiences: following the lead of the child our educators create a learning environment which fosters the child's sense of competence and creativity; the learning environment is set up with a wide variety of activities in a thoughtful manner based on the observed interests of the children, as well as designed to expand their knowledge, and creating new interests. Observations are shared with families on an ongoing basis.
6. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported: BMLC creates a homelike environment with natural materials and calm colours; play is allowed to expand from one area to another as children are free to explore different areas of learning; Staff model inclusive behavior so that all children feel accepted and celebrated.
7. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children (based on observations and feedback from families) receiving child

care: BMLC educators plan a daily schedule which incorporates indoor and outdoor learning which meets the needs of the children, taking into account the age, developmental needs and levels, and energy levels and interests of the children; outdoor play continues in all types of weather conditions unless there is a weather watch warning in effect; programming is flexible to meet the varied needs of individual children- for example, quiet activities are provided for children who do not wish to nap during a scheduled nap time.

8. Foster the engagement of and ongoing communication with parents about the program and their children: parents and staff communicate on a daily basis through verbal and written reports of documentation reflections and observations.
9. Involve local community partners and allow those partners to support the children, their families and staff: BMLC is located within a very close knit community. We participate in community activities (eg East Lynn Farmers Market), create relationships with our local schools' principals and teachers, network within our community and seek out learning opportunities for our children(eg. Story time at our local library, visits to the art store on our block, etc.)
10. Support staff in continuous professional learning: Staff are guided through ongoing feedback and support from their supervisor; regular staff meetings, on-site sessions with consultants (e.g. Reggio methods, First Aid); materials provided for staff for self-guided learning; and staff are supported in attending professional development opportunities
11. In order to document and review the effectiveness of our goals, BMLC encourages all of its staff to engage in reflective practice. We incorporate feedback from families as part of this process. Goals are reviewed through weekly discussion among educators in program planning and staff meetings in which we examine how well we are meeting our goals. Documentation is ongoing.