South East

BGC South East

Licensed Child Care Centres

Parent Handbook

- Hughson Childcare Centre
- St. Genevieve Childcare Centre
- West End Community Centre JK/SK Programs

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Welcome to BGC South East

We are very pleased to welcome you to BGC South East. We feel privileged to share in the responsibilities and joys of seeing your child develop socially, emotionally, intellectually and physically.

The purpose of this handbook is to make you aware of our policies and procedures and all other pertinent information about our programs. Please read this handbook carefully and keep it for future reference. If you have any questions, please feel free to contact the site Manager and/or Supervisor.

Mission Statement

To provide a safe supportive space where children and youth can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life.

Staff Qualifications

All Staff are committed to the provision of high quality care, professionally trained and/or educated in a child related field of study (Eg. Early Childhood Education, Child and Youth Work, Social Work, Recreation and Leisure or equivalent). Staff may also have experience and/or training in coaching or volunteering in children's sports/activities. Staff are CPR and First Aid certified, and have had a C.P.I.C. (Police Check including vulnerable sector) completed prior to hiring.

Staff, students and volunteers are expected to follow the approaches outlined in the Child Care Program Statement by guiding participants in a positive manner that is appropriate to their age and developmental level. Such guidance will assist the children to develop self-discipline and appropriate behaviours.

Childcare Supervision Policy for Students and Volunteers

This policy for the supervision of volunteers and placement students is in place to help support the safety and well-being of children attending the centre.

Requirements Under the CCEYA

Section 11.1 under the *Child Care and Early Years Act* (CCEYA) provides that every operator shall ensure that every child who is in attendance in a childcare centre is supervised by a licensee at all times.

Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
Students and volunteers will not be counted in staff to child ratios.

The Manager responsible for volunteers & placement students must:

- Ensure that all applicable policies, procedures are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies & procedures
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child, Youth and Family Services Act.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the "Duty to Report" under the *Child, Youth and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

Program/Site Information

Canada Wide Early Learning Child Care System (CWELCC)

BGC South East supports the initiative to make child care affordable. As such, BGC South East is participating in the Canada Wide Early Learning Child Care System which saw a reduction in the posted fees of 25% from April 1, 2022-December 31, 2022 and then a further reduction up to 50% in January 2023. Effective January 1st, 2025 fees were further reduced to $22.00/ day for children in full day programs 4 years and under. Fees are as outlined below.

Locations, Age Groupings, Fees, & Hours of Care

HUGHSON CHILD CARE CENTRE

Toddler Program

Participant Ages: 18 months or older but younger than 30 months
Base Fees: $22.00/day
Hours of Operation: 7:30am-5:30pm

Preschool Program

Participant Ages: Preschool age children, ages 30 months to 4 years
Base Fees: $22.00/day
Hours of Operation: 7:30am-5:30pm

JK/SK Before & After School Programs & Camps

Participant Ages: 4 & 5 year olds (in JK,SK or grade 1)
Base Fees:

Before School ONLY: $9.00/day
After School ONLY : $10.50/day
Before & After School: $12.00/day
Camps/Full Day Programs: $89.90 week ($17.96/day)

Hours of Operation: 7:30am-9:00am / 2:30pm-5:30pm (B&A Programs)
8:00am-5:00pm (Camp/full day programs)

School Age Before & After School Programs & Camps

Participant Ages: 6-12 years old
Base Fees:

Before School ONLY: $10.00/day
After School ONLY : $12.00/day
Camps/Full Day Programs: $230.00 week ($46/day)

Hours of Operation: 7:30am-9:00am / 2:30pm-5:30pm (B&A Programs)
8:00am-5:00pm (Camp/full day programs)

Hours of Care for Full Day Programs (childcare): A full day of care is considered to be a maximum of nine (9) hours. This includes the time required for dropping off and picking up your child. If your child care needs exceed a nine hour workday or your current work schedule changes, you will need to discuss this (in advance) with the Manager. An extension/change of hours may directly impact the staffing required to operate our programs within ministry requirements.

ST. GENEVIEVE CHILDCARE CENTRE

Infant Program

Participant Ages: 12 months or older but younger than 18 months
Base Fees: $22.00/day
Hours of Operation: 7:30am-5:30pm

Toddler Program

Participant Ages: 18 months or older but younger than 30 months
Base Fees: $22.00/day
Hours of Operation: 7:30am-5:30pm

Preschool Program

Participant Ages: Preschool age children, ages 30 months to 4 years
Base Fees: $22.00/day
Hours of Operation: 7:30am-5:30pm

JK/SK Before & After School Programs & Camps

Participant Ages: 4 & 5 year olds
Base Fees:
Before School ONLY: $9.50/day
After School ONLY : $11.50/day
Before & After School: $12.00/day
Camps/Full Day Programs: $89.90 week ($18.90/day)
Hours of Operation: 7:30am-9:00am / 3:30pm-5:30pm (B&A Programs)
8:00am-5:00pm (Camp/full day programs)

School Age Before & After School Programs & Camps

Participant Ages: 6-12 years old
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Before School ONLY: $10.00/day
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8:00am-5:00pm (Camp/full day programs)

Hours of Care for Full Day Programs (childcare): A full day of care is considered to be a maximum of nine (9) hours. This includes the time required for dropping off and picking up your child. If your child care needs exceed a nine hour workday or your current work schedule changes, you will need to discuss this (in advance) with the Manager. An

extension/change of hours may directly impact the staffing required to operate our programs within ministry requirements.

WEST END COMMUNITY CENTRE

JK/SK Before & After School Programs & Camps

Participant Ages: 4 & 5 year olds (in JK or SK)
Base Fees:
After School ONLY : $10.50/day
Before School ONLY: $9.50
Before & After School: $12.00
Camps/Full Day Programs: $89.90 week ($18.90/day)
Hours of Operation: 7:30am-9:00am (Before school Programs)
3:00pm-6:00pm (After school Programs)
8:00am-5:00pm (Camp/full day programs)

Holidays and Program Closures

All BGC South East Child Care groups will be closed on the following holidays

New Years Day	Family Day
Good Friday	Easter Monday
Victoria Day	Canada Day
Civic Holiday	Labour Day
Thanksgiving	Christmas Day
Boxing Day	

Programming for school-aged children over the Winter Break will be available at the West End Community Centre & Hughston Child Care Centre. Winter Camp days will be released / announced in the Fall of each year.

Additional Centre Closures

Full day childcare programs will schedule closures annually for 1 week at the end of August for deep cleaning and staff training. Parents will be notified of the exact dates in April. Programs will also be closed for 1 day in June to allow staff to participate in the annual "Nothing Without Early Learning" Conference hosted by the City of Kingston.

Parents/guardians will be notified of any additional days of closure through notices posted on the bulletin board and via email. During the winter months please keep tuned to our website and social media accounts for indication of closures due to

weather conditions. There will be no refunds for unpreventable closures due to bad weather.

Financial Information/Billing

Fee Payment Procedures

Fees for service are to be paid monthly on the first of the month). All fees are to be paid in advance of services being provided. Program will accept post-dated cheques for payment, providing they are dated before services are accessed and utilized. Please check with the program to establish your fee payment procedure.

Fees can be paid in cash, interact, cheque and by Visa or Mastercard. All cheques are to be made payable to BGC South East.

A **late payment fee (non-base) of $25.00** will be applied to all invoices that are more than 5 days late, unless a payment plan has been established with the Coordinator/Manager/Supervisor.

An **NSF fee (non-base) of $25.00** is charged for cheques that have been returned due to insufficient funds available.

Outstanding fees will result in termination of your child(ren)'s space in that program

Refunds

There are no refunds for days missed by a child, including those due to illness or in the event the program is closed for reasons beyond our control (ie. long disruption in essential services, bad weather). ***There are no refunds given unless a child is TOTALLY withdrawing from the program and adequate written notice is given (4 weeks).***

**Full Day School Age care (ie. School Breaks and Summer Day Camps)
A $50.00 non refundable deposit will be required for each week of camp registered for at the time of checkout. If a financial reimbursement is requested 10 business days (2 weeks) prior to the program/camp commencing then a refund will be issued in the form of a cheque, minus the non refundable deposit of $50 per week PER CHILD. If a credit for a future BGC South East program is requested the full amount paid will be applied. This credit must be used within one year of request. NO CASH VALUE

Absences

Parents/guardians must notify the program as soon as possible regarding their child's absence from programs (**notification should be prior to 8:00 am** for Full Day and Before School programs, and 12:00pm for After School programs**.**)

Late Pick-up Fee

Parents/guardians who pick up their child after the program's closing hours are subject to a late fee penalty. The late fee is as follows: ***$1.00 per minute per child that the parent/guardian is late (non-base fee).*** This fee will be invoiced separately with an immediate due date. All children must be picked up, and families must exit the building, by the program's designated closing time.Families are expected to arrive with enough time to gather belongings, connect with staff if needed, and exit the centre prior to closing.

Parents/Guardians who are late picking up more than twice will be provided with a written warning of being in contravention of our policies from a Supervisor/Manager. Parents/guardians may be subject to removal from program/loss of their space in programs for failing to adhere to Centre pick up/closure times.

Registration Process

Offering of Space

Parents/Guardians will be notified via email/phone that a space has become available in their requested program. Two attempts will be made to notify the parents/guardians (dates and times documented). Parents/Guardians will have until 5:00 pm on the second business day after the second notification attempt to respond and either accept or decline the space. If a parent/guardian has not responded within the given timeframe, the space will be forfeited, the child will be removed from the list, and the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Once the decision has been made to register a child in our program, registration must be completed online through our registration portal. Parents/Guardians will be provided information on how to create an account and complete the required forms. Parents/Guardians will be required to complete this step (form completion) no later than 5:00 pm on the second business day after having confirmed acceptance of the space.

Confirmation of space & deposit

When your space is confirmed with us we will ask for the first two weeks of care to be paid in advance. This amount will be considered a **Non-Refundable deposit** that will be applied to your first month of child care fees.

For Full Day Childcare programs ONLY;

Once forms are complete, an initial appointment will be arranged to meet with the Site Supervisor/Manager to review your child's information, and provide a tour of the centre. At that time, if there are any questions, special requirements or resources needed you will have the opportunity to discuss this. Information shared in this meeting that may include: any special instructions relating to nutrition, sleep habits, bathroom routines; the child's previous history of communicable diseases; conditions requiring medical attention and, in the case of a child who is not in attendance at a school or private school within the meaning of the Education Act, immunization or required form completed by a parent or legally qualified medical practitioner as to why the child should not be immunized and any additional items regarding your child's individual needs. This information will be recorded in their 'Individual Profile' and kept in their program. Updates or changes in behaviours will be added to the profile and will be available to you.

Immediately following this meeting, the Site Supervisor/Manager will arrange for your child to visit their program and the educators in their assigned room to ensure an easy and comfortable entry into the child care program.

At the completion of the tour, Parents/Guardians will be **required to provide a deposit** equal to the first two weeks of care to be paid in advance. This amount will then be applied to your first month of child care fees. This payment can be made via cash, debit or credit card. At this time, a formal start date will be agreed upon between the Centre and the Parent/Guardian.

Incomplete registrations will not be accepted or processed. Once registration is completed in full, submitted and space in the program has been confirmed, with COMPLETE payment for dates desired, the child's registration will be secured in the program and a start date will be determined

Non-Instructional Programs (P.A. Day, March & Summer Camps)

For non-instructional (non-school day) programs(e.g., PA Day, March and Summer programming), we provide priority registration for families with children attending either full day daycare, or before and/or afterschool programs at St Genevieve Child Care Centre and Hughson Child Care Centre.

Coordinators/Managers/Supervisors at those locations will provide families with the required program details and information in an appropriate time prior to registration opening to the general public. Parents/Guardians will be required to have any forms, deposits, fees etc. up to date prior to registration opening to the general public, otherwise space will not be held.

Any remaining spaces available after priority registration of current families will be made available to the general public, on a designated registration date, through our registration portal.

– Childhood Immunization (Daycare Programs)

The Child Care and Early Years Act requires that all children attending licensed child care programs, who are not yet in school, have up-to-date immunizations according to Ontario's current publicly funded schedule. A valid copy of each child's Immunization Schedule or a valid exemption must be provided to the child care centre prior to admittance.

BGC South East forwards all childhood immunization information received, along with a completed Child Care Admission Form, to South East Health Unit for their review as they are required to assess and maintain immunization records of all children attending licensed child care centres in the KFL&A area. All immunizations received after enrolment, must be provided to the child care centre at the time they are given; this information will be sent to the South East Health Unit. A Child Care Immunization Record Review form will be sent to parents of children with outstanding immunizations; if children remain outstanding following one month's time, the health unit is obligated to report this to the Ministry of Education. Objections or Exemptions to immunizations must be completed on a ministry approved form.

Updating Family Information

We ask that all **CHANGES** of address, telephone number, employment, doctor's etc. be reported to the Program Manager immediately. It is the parent's responsibility to notify BGC South East of any changes. Current information is kept on file in case of emergencies and consent forms must be signed in the event that the parent or guardian cannot be reached.

Enrollment and Withdrawal

The site Supervisor and/or Manager are available to answer any questions or assist the parent/guardian in completing the enrolment forms.

Written notice of 4 weeks must be received in order for a parent/guardian to withdraw their child from the program. If the required 4 weeks written notice is not given, the parent/guardian will be invoiced for the 4 week time period.

Cancellation/Withdrawal of Program

If a parent/guardian makes the decision to withdraw his/her child(ren) from the Program for an unscheduled/open ended time period, their space in the program will not be reserved

Termination of Services

Our program is operated in the best interest of the children and staff who take part in the program offered. BGC South East has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any BGC South East programs.

BGC South East may terminate services offered to a child or family if BGC South East determines that:

a) the child has exhibited behaviour that may be detrimental or bring harm to those around him/her/them;

b) the safety and/or health of the children and/or staff within the program is in jeopardy;

c) the centre and its staff are not able to meet the needs of a child;

d) a parent/guardian of the child has acted in a manner that is detrimental to the programming, staff and/or services;

e) the child or parent/guardian has breached BGC South East's rules or policies;

f) established fees have not been paid in advance of service; and/or

g) the wellbeing of BGC South East, the program, one or more children, or one or more staff members, would likely be harmed by the child's or parent/guardian's continued attendance at/participation in the program.

Termination with notice:

Services may be terminated with advance notice for the following reasons:

- lateness or non-payment of fees
- Habitual use of non-base late fees
- Extreme Behaviour of Children - Termination of care

Procedure:

First incident- The Manager/Supervisor of the program will provide the parent/guardian with verbal warning.

Second Incident- The Manager/Supervisor of the program will provide the parent/guardian with a written warning.

Third Incident- The Manager/Supervisor of the program will provide the family with a written notice of termination of care and the effective date of termination.

Termination without notice:

Services may be terminated with or without advance notice for the following reasons

- Harassment by a child or their parent/guardian of any children, staff and/or parent;
- Violent behaviour by a child or a parent/guardian on BGC South East premises or in a BGC South East program ;
- Destructive behaviour by a child or a parent/guardian on BGC South East premises or in a BGC South East program.

Procedure:

If services are being terminated without notice, the following procedure will generally apply:

- The staff in charge will call the police if the situation warrants.
- The staff in charge will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff in charge will immediately notify the Manager/ Supervisor or Director of the incident.
- The Program Manager/Supervisor or designate will verbally contact the family notifying them of the termination of care within twelve (12) hours of the incident. Note: reasonable efforts will be made to speak with the parent/guardian or emergency contact. Failing to make contact, a message will be left for the family.

● The staff in charge will provide the Director/CEO with a detailed written account of the incident and, if applicable, complete a Serious Occurrence report.

● The CEO will provide written notice of the immediate termination of care along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

Unacceptable Behaviour of Children – Termination of Service

To ensure that each child participating in a BGC South East program is in a safe and nurturing environment, children exhibiting unacceptable behaviour may be terminated from a BGC South East program.

Unacceptable behaviour by a child that will result in the termination of services includes, but is not limited to, the following:

● Maliciously injuring another child, staff, and/or other adults while in the program.

● Causing damage or destruction of property while in the program.

● Causing disruption of the program that BGC South East determines endangers the health and safety of others.

● Persistently using language that BGC South East deems to be inappropriate.

Procedure:

First incident:

1. The Coordinator/Manager/Supervisor will document the incident noting the date, time, behaviour and action taken.

2. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) requesting a meeting generally within 48 hours of the incident.

3. The Coordinator/Manager/Supervisor and parent(s)/guardian(s) will meet and review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

Second Incident:

1. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day.

2. The Coordinator/Manager/Supervisor and the parent(s)/guardian(s) together will review the action plan before the child can return to program.

Third Incident:

1. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) to immediately collect the child. The child will not be permitted to return to the program.

2. The CEO will provide written confirmation of the termination of care along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

Unacceptable Behaviour of Parents/Guardians - Termination of Service

To ensure that each person participating in a BGC South East program is in a safe and nurturing environment, parents/guardians exhibiting unacceptable behaviour may be required to leave a BGC South East program, may have the services for their child/children terminated, and may be prevented from registering from future BGC South East programs.

Unacceptable behaviour by a parent/guardian that will result in the parent/guarding being required to leave, having services terminated, and/or being prevented from further registration includes, but is not limited to, the following:

- Causing injury to a child, staff member, licensed child care provider and/or other adults in any way related to a BGC South East program;
- Causing damage or destruction of property while in the program;
- Causing disruption of the program that BGC South East determines endangers the health and safety of others;
- Threatening or harassing others;
- Persistently using language deemed "inappropriate" by the program staff, including foul language, inflammatory comments or provocative statements;
- Publicly disparaging BGC South East and/or its programs or services.

Procedure:

The following procedure will generally apply when addressing unacceptable behaviour of a parent.

1. Police will be called immediately and appropriate reporting procedures will be followed, if applicable.

2. If safe to do so, the parent/guardian will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person.

3. The parent/guardian will be informed of the measures that are being imposed by BGC South East, which may include the parent/guardian being required to leave, having the services in which the child/children are registered terminated/cancelled, and/or being prevented from further registration.

4. Written documentation will be submitted by staff in charge to the Program Supervisor and copied to the Chief Executive Officer. If services are being terminated, the CEO will provide written confirmation of the termination of services along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

Wait List Policy

BGC South East 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.

Families may place their name on the BGC South East waitlist by going to the City of Kingston website and placing their name on the Centralized Child Care Registry and Information Service (CCRIS)for Full Day Care and/or Before and After school programs. When a space becomes available you will be contacted by the Site Supervisor /Manager. At that time, you will be asked to create a user account on our registration portal. This information will be collected from our website by the Supervisor/Manager. Wait lists on the CCRIS will be managed by the Supervisor/Managers. Your status on the waitlist may be accessed through the Site Supervisors/Managers.

Contact information must be kept up to date. If your contact information changes please inform the Supervisor/Manager. If BGC South East attempts to contact you and is not able to due to a change in information you will be removed from the waitlist. If,

after three attempts to contact you to confirm a space we have not had a response we will move to the next family on the list.

*Placement on the CCRIS waiting list is not a guarantee of a space in a centre.

BGC South East will offer admission for Full Day and Before & After School programs, based on the following priorities: (Based on Licensed Programs & Authorized Recreation Programs)

1. Children of permanent or term staff employed by BGC South East
2. Siblings of children currently attending BGC South East programs
3. Priority based on transportation programs/transportation availability
4. New children who do not fit in the above categories

Determining Placement Priority when a Space Becomes Available(Full Day/B&A Programs)

When space becomes available in the program, priority will be given to those families who are first on the waiting list. Once these children have been placed, other children on the waiting list will be prioritized based on program room/age availability and the chronology in which the child was placed on the waiting list.

Priority for space will be given to full time attendees and based on the date and time the information is received, with second priority being given to part time attendees, based on the date/time your information is received.

Offering an Available Space

Parents of children on the waiting list will be notified via email that a space has become available in their requested program. Parents will be provided a timeframe of 48 hours/2 business days in which a response is required before the next child on the waiting list will be offered the space. 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

The site Manager will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list. The site Manager 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

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.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

The wait list policy is available to families upon request

Important Program Policies & Procedures

Arrival/Pick up Times

Your child's arrival and pick-up times for full-day child care will be determined based on your work schedule and to support the centre's ability to maintain required educator-to-child ratios. These times will be requested on the child care application form completed when a space is offered.

Families are expected to establish consistent arrival and pick-up times in collaboration with the Program Manager. A full day of care is considered a maximum of nine (9) hours, including drop-off and pick-up times. If your child care needs exceed nine hours in a day, or if your work schedule changes, you must discuss this in advance with the Manager. Changes or extensions to care hours may impact staffing requirements needed to meet Ministry regulations.

For full-day child care and full-day camp programs, families are strongly encouraged to arrive no later than 10:00 a.m. (unless otherwise arranged with the Site Supervisor/Manager). Arriving by this time supports your child's ability to fully participate in all aspects of the program, including planned activities, routines, and social experiences, and helps them feel settled and engaged in their day.

Staff must be notified at both drop-off and pick-up. Children may not be left unaccompanied at any time. All children must be picked up and families must exit the building by the program's designated closing time.

Safe Arrival and Dismissal Policy

- BGC South East will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

- A parent/guardian may request that a child who is 13 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- Where a parent/guardian provides written instructions that their child will not attend the program if their bus is cancelled through Tri-Board transportation services or BGC South East transportation services, the Parent /Guardians will not be contacted for a safe arrival call and their child will be considered absent for that day.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - greet the parent/guardian and child.
    - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on registration forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
    - document the change in pick-up procedure in the daily written record.
    - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre by parent drop-off and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
    - inform the supervisor/Manager and they must commence contacting the child's parent/guardian no later than 40 minutes after their usual arrival time. Staff shall call the child's parent/guardian at least once and leave a

message if there is no response. If there is no response, proceed in calling the next guardian/contact for the child.

- Staff or Supervisor must continue to contact the parent/guardian until they are able to confirm the child's absence from care. If the parent/guardian cannot be reached, authorized emergency contacts may be reached to confirm the child's whereabouts

2. Where a child does not arrive at the child care centre via bus or alternate transportation the staff will inform the supervisor/Manager and commence contacting the child's parent/guardian no later than 10 minutes after their usual arrival time.
3. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up within 20 minutes of that time, a staff member shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting

the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and contact the emergency contact and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived within 10 minutes, staff shall ensure that the child is offered a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by an hour past closure, the staff shall proceed with contacting the local Family & Children's Services: (613) 545-3227. Staff shall follow the FACSLA's direction with respect to next steps.

Dismissing a child from care without supervision procedures

1. Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

Programming Activities

Our quality program adapts the principles from the CCEYA(Child Care Early Years Act)and focuses on building social, emotional, physical and cognitive skills through the

Ministry of Education's 'How Does Learning Happen'. Inquiry based program plans are posted in the main classrooms and are written to reflect the four foundations of Wellbeing, Expression, Belonging and Engagement. Programs are evaluated regularly throughout the year to reflect programming initiatives, development stages and inquiry based learning.

Rest Period

There is a rest period schedule for all children enrolled in our Infant, Toddler and Preschool rooms. Children between 12-18 months of age, will be assigned to a crib, and only light, breathable blankets or sleep sacks will be used for infants. Each child eighteen months of age and older will have the opportunity for a rest period up to two hours following lunchtime. We encourage parents/guardians to bring a blanket and/or sleep toy for their child to assure complete security for the child while he/she rests. Children who are unable to sleep will be allowed to engage in a quiet activity. Each child will be provided with a cot and sheet. Cots will be labeled and all bedding is laundered at a minimum of once a week on premises. Lights are dimmed and soft music will be played. All classrooms will be supervised through sleep time and children will be assisted to sleep when necessary (i.e. rubbing of back). Staff members will complete a sleep room check with Infants every 15 minutes. Observance of any significant changes in a child's sleeping patterns or behaviours will be communicated to parents.

Illness, Medication, and Administration of Drugs

The following items do not constitute drugs or medication (unless they are prescribed by a health professional), and will be part of the registration package using a blanket authorization process.

*sunscreen

*skin lotion

*lip balm

*hand sanitizer

*diaper cream

Whenever possible, parents are encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.

Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for

Medication Administration. All medications must be given directly to the supervisor or manager of the program, to be placed in a locked medication box.

ALL MEDICATION MUST BE BROUGHT TO THE PROGRAM IN THE ORIGINAL CONTAINER THAT IT WAS PRESCRIBED IN, WITH THE NAME OF THE CHILD AND THE DOSAGE REQUIRED ON A PHARMACY LABEL. ONLY THE EXACT AMOUNT LISTED WILL BE GIVEN. INSTRUCTIONS THAT ARE WRITTEN ON THE "PERMISSION TO ADMINISTER MEDICATION FORM" MUST MATCH WHAT IS PRINTED ON THE PHARMACY LABEL OF THE MEDICATION.

Contagious Disease and Communicable Illness

Your child is to be excluded from care while he or she is infectious, as defined by the South East Health Unit. You may be requested to provide medical documentation before returning your child to care. In the case of a pandemic environment you may be asked to have your child tested (i.e. COVID-19) and/or isolate until symptom free. We reference the South East Health Unit's List of Childhood Diseases poster to determine diseases, their spread and their contagious periods. These posters are displayed for reference. Notice of all confirmed cases of communicable diseases will be posted.

Symptoms of Ill Health

If your child displays symptoms of ill health during the day we will separate your child from the others and you will be asked to pick up your child as soon as possible. If we believe that your child may require medical attention we will advise you of that based on observations taken. Often in these cases there may be an exclusion period as outlined by South East Public Health (ie. diarrhea or vomiting, children must be excluded until symptom free for 48 hrs.)

Low-Grade Fever

A body temperature of 37.9 degrees C (100.22 F) is considered a low-grade fever. In this case, we monitor the temperature by taking it every hour and watch for other symptoms.

High-Grade Fever

If a child develops a fever over 38 degrees C (100.4F), you will be contacted and asked to pick-up your child. Your child must be fever free (without fever reducing medication) for 24 hours before returning to the program. If a child is fever free (without fever reducing medication) from the afternoon through the evening, when fevers tend to peak and the child's behaviour is normal, then he/she may return to the program. In some cases a fever or contagious illness may not be present however, if your child is not well and therefore not able to participate in the program we will ask that you pick-up your child as soon as you are able, and they may return when they are symptom free for 48 hrs.

Respiratory Illness

An acute respiratory infection (ARI) is any new onset (either upper or lower respiratory tract), which presents with symptoms of a new or worsening cough or shortness of breath and often fever.

A case (child or staff) of respiratory illness can be defined as a child or staff with fever and at least any of the following symptoms:

- Sore throat, difficulty swallowing
- Tiredness and not able to participate
- Muscle aches
- Loss of appetite
- Headache
- Chills
- New or worsening runny nose
- New or worsening cough

In the event that your child presents with any of the symptoms above, as well as a fever and/or is unable or unwilling to participate in daily activities/routines, Parents/Guardians will be contacted to pick up the child from the program.

The child will be required to remain home until symptoms have been improving, and the child has been fever free without the use of fever-reducing medications for 24 hours.

Anaphylaxis/Allergies

Anaphylaxis is a severe allergic response to an allergen. It involves several body systems and can lead to death if untreated. Anaphylaxis may be caused by food, insect stings, latex and medications. A child will not be permitted to attend programs without their emergency medication. When a child with an anaphylactic allergy enrolls in the program, information about the allergen(s) will be communicated to other parents.

If your child has an anaphylactic allergy, an **Individual Emergency Plan** must be completed and signed by a parent/guardian. This form will include a photo of the child and will be posted in all program spaces. The supervisor/manager will complete training from parents/guardians regarding epi-pen use and information. The supervisor/manager will then train all program staff, placement students and volunteers. All staff, placement students and volunteers must sign off on Anaphylactic Policies and Individual Emergency Plans.

If a child requires treatment for an anaphylactic allergy, program policy is to administer medication and immediately call 9-1-1 for the child to be transported to the hospital.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre:

- Do not serve foods where its ingredients are not known.
- The caterer or cook will review ingredients before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name.
- Where food is provided from home for any children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged. Parents will check food labels before sending lunches. It is important that lunches are nut free, nutritious and meet the guidelines in Canada Food Guide.
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.

- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Nutrition and Food Policy

Canada's Food Guide is used to develop our menus to ensure we are meeting the nutritional needs of the children in our care and we also adhere to South East Public Health policies. Children in full day care will be provided with a morning and afternoon snack as well as a mid day meal prepared on site. Between-meal snacks will promote good dental health, and served at times that will not interfere with a child's appetite for meal time. All monthly menus are posted at the front door with any changes or substitutions being noted daily.

Food Safety

Kitchen staff/cooks are trained in Food Safety to ensure proper handling of food.

Dietary Restrictions

Substitutions to accommodate food allergies/restrictions will be provided when the food allergen/restriction is being served. We offer both a vegetarian/non vegetarian menu to accommodate some food preference/restrictions. If we cannot accommodate the request, families may provide their own food items that follow our bagged lunch policy.

Bagged Lunch Policy

All children will be provided with a healthy snack each morning, lunch and afternoon snack. Menus will be posted in program space for parents and guardians to view, with any changes or substitutions being noted daily.

If children bring lunches or snacks from home:

- Parents will check food labels before sending lunches from home. It is important that lunches are nut free, nutritious and meet the guidelines in Canada Food Guide. Lunch should include items from each food group plus 1 extra fruit or vegetable and should not include foods which are low in nutritional value and/or high in sugar content.
- Parents must label food brought to the child care centre with the child's full name (containers and bags).

- Where food is provided from home for any children, staff will ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

Emergency and Accident Response

All BGC South East staff are trained in First Aid/CPR. Emergency telephone numbers are posted in each room.

Emergency Procedures

BGC South East has Emergency Management Policies and Procedures. Parents will be informed about lockdown procedures and Emergency Response Plans on an annual basis through a newsletter. The newsletter will indicate what is expected of them should they arrive at BGC South East during a lockdown drill, or if they are present within the building when a lockdown is called. If the lockdown is a drill, parents and students will be given notice prior to the drill.

Communication with Parents/Guardians

1) As soon as possible, the CEO must notify parents/guardians of the emergency situation (via email or BGC South East's traditional social media platforms) and that the all-clear has been given.
2) Where disasters have occurred that did not require evacuation of the child care centre, the Manager/Coordinator/Supervisor must provide a notice of the incident to parents/guardians by email or in person.
3) If normal operations do not resume the same day that an emergency situation has taken place, the CEO must provide parents/guardians with information (via email or BGC South East's traditional social media platforms) as to when and how normal operations will resume as soon as this is determined.

Minor Injury Response

Children may get a minor injury at BGC South East including, but not limited to, minor bruising, minor cuts and scratches. These injuries will be treated according to first aid practices and the child will remain in the program. A parent/guardian will be contacted if a staff member suspects that more medical attention is required or if the child exhibits extreme discomfort. If the parent/guardian is unavailable, the staff will contact the individuals listed as the child's Emergency Contact.

Documentation of an Accident

An accident form will be completed;

- As soon as possible by the staff witness after the injury occurs
- Reviewed and signed by the Manager/Coordinator by the end of the day
- Given to the parent/guardian upon pick up to review and sign

- A copy of the Accident form will be provided to the parent/guardian

Serious Occurrence Reporting Procedures

The following Serious Occurrences will be reported to the Ministry within 24 hours:

a. The death of a child while receiving child care at a home child care premise or child care centre, whether it occurs on or off the premises,
b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premise or child care centre
c. A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premise or child care centre
d. An incident where a child who is receiving child care at a home child care premise or child care centre goes missing or is temporarily unsupervised, or
e. An unplanned disruption of the normal operations of a home child care premise or child care centre that poses a risk to the health, safety, or well-being of children receiving child care at the home child care premise or child care centre

In the case of a serious occurrence, a "Serious Occurrence Notification Form" will be posted on the Parent information board alongside the license within 24 hours of the happening, and will remain posted for a minimum of 10 business days.

Specialized Services

Inclusive Environment

BGC South East offers play-based programs that are inclusive to all. We will ensure that children with exceptionalities who may require extra support will have an individual support plan in place that will allow the child to function and fully participate in a meaningful and purposeful manner. The individual support plan will be developed in conjunction with the family and supporting agencies (ie. Community Living Kingston). When possible, necessary support, equipment or modifications to the program can be accommodated. The support plan will be signed by the parents and will be reviewed on an ongoing basis. Pedagogical documentation will assist educators in understanding the child and assist in developing the support plan and modifying the environment.

Child Behaviour and Guidance Techniques

1. Participants will be guided in a positive manner that is appropriate to their age and developmental level

2. Guidance will assist participants to understand and learn self discipline and appropriate behaviours

3. All rules and guidelines will be clearly outlined to all participants - they will be repeated and reviewed as necessary

4. Staff, students, and volunteers will use positive, supportive voices and vocabulary, model acceptable behaviour and not discuss the child's misbehaviour in front of others

We welcome children with special needs, providing that the needs of all children can adequately be met with the personnel and resources available to us.

Adherence to KFL&A Sanitary Practices & Child Illness

BGC South East adheres to the South East Health Unit's sanitary practices. We will ensure that the equipment and furnishings are maintained in a safe and clean condition and kept in good state of repair.

We also follow the health unit's policy regarding communicable diseases. If a member is thought to be ill, the child will be separated from the other members until parents/guardians are able to pick up the child.

Weather Guidelines

Children will be outside for two hours per day (in full day programs) unless there is inclement weather (outlined below).

Winter:

- Children will not go outside at temperatures below -25 degrees Celsius (with or without the wind-chill).
- Children's outdoor time will be reduced when temperatures are in the range of -15 to -25 degrees Celsius.
- **Parents are responsible for providing appropriate outdoor clothing for their children.**

Summer:

- Staff will reduce the amount of time children spend outdoors when temperatures are above 25 degrees Celsius with a humidex or if there is a heat advisory or Air Quality warning.
- Staff are instructed to take children to play in areas with adequate shade and to ensure drinking water is readily accessible.
- Sunscreen will be required before going outdoors each day when UV is 5+.

- Parents are asked to provide sunscreen for their children (must be labeled with the child's name), or can complete a permission form for the child to use sunscreen provided by BGC South East.
- **Parents are responsible for providing appropriate outdoor clothing for their child**

Bad Weather/Program Cancellations

Cancellation information will be posted on our website, and will be announced on our social media platforms. In the event of severe weather conditions, all cancellation information will also be provided to families through these methods. There will be no refunds for unpreventable closures due to bad weather.

Field Trips

If any off site activities take place a notice will be sent home in advance informing you of the destination, time and date. A permission form will be sent home with your child(ren) for parental consent.

Personal Belongings

BGC South East are not responsible for any lost items or belongings. All personal items must be labeled, and not shared with other children. Parents must provide personal items such as diapers, wipes, and second sets of clothing, hats, indoor shoes etc.

BGC South East does not assume any responsibility for any items brought to the centre that may become lost, stolen or broken. BGC South East recommends children not bring personal belongings/toys to the program for this reason.

Child Care Program Statement

At BGC South East, we believe every child is competent, capable, curious, and rich in potential. Guided by *How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)* and BGC Model for Success, our programs support children's holistic development through safe, inclusive, and nurturing environments. We recognize that every child brings valuable experiences, knowledge, and strengths to our community. We proudly offer both licensed child care and authorized recreational programs, ensuring that children and youth of all ages have opportunities to learn, explore, and thrive.

Guiding Goals and How We Achieve Them

1. Promote health, safety, nutrition, and well-being
    - Provide nutritious, balanced meals and snacks in licensed child care and encourage healthy food choices in recreation programs.

- Ensure safe indoor and outdoor environments by conducting daily inspections and implementing safety protocols.
- Incorporate physical activity, mindfulness practices, and wellness routines into daily schedules to support both physical and emotional health.

2. Support positive and responsive interactions
   - Model respectful communication and guide children in resolving conflicts peacefully.
   - Encourage teamwork and cooperative play through group projects, sports, and collaborative games.
   - Provide staff with training in responsive caregiving and youth engagement to strengthen relationships.

3. Encourage positive communication and self-regulation
   - Use strategies such as "emotion coaching," visual cues, and calming spaces to help children manage big feelings.
   - Encourage children and youth to share ideas during group discussions, circle times, or recreational activities.
   - Offer consistent routines and transitions to promote security and predictability.
4. Foster exploration, play, and inquiry
   - Provide open-ended materials (blocks, art supplies, science tools) that inspire curiosity.
   - Incorporate youth-led clubs, interest groups, and recreational activities where participants can try new skills and hobbies.
   - Encourage outdoor play and nature exploration to build creativity and environmental awareness.
5. Provide child-initiated and adult-supported learning opportunities
   - Offer choice in activities, allowing children to follow their interests.
   - Staff observe and extend learning by asking open-ended questions, offering resources, and encouraging problem-solving.
   - Balance structured programming with flexibility so children can take the lead.
6. Create inclusive environments
   - Adapt activities to support different developmental needs, learning styles, and cultural backgrounds.
   - Ensure accessibility through modified equipment, specialized supports, and collaboration with resource consultants.
   - Incorporate materials, books, and celebrations that reflect the diversity of children, youth, and families.
7. Incorporate a balance of indoor and outdoor play, active recreation, rest, and quiet time

- Offer a variety of active games, sports, creative arts, and quiet reflective activities.
- Provide spaces for relaxation such as cozy reading areas or mindfulness corners.
- Plan outdoor play daily in all seasons, supporting gross motor development and connection with nature.

8. Engage families through ongoing communication
    - Use email, daily logs, and digital communication tools to share program updates.
    - Invite families to participate in program events, celebrations, and feedback opportunities.
    - Respect families as experts on their children and work collaboratively on goals and strategies.
9. Collaborate with local community partners
    - Build relationships with schools, libraries, sports organizations, and cultural groups to enrich programming.
    - Invite guest speakers, mentors, or specialists to lead workshops and activities
    - Connect families with community resources that support well-being and learning.
10. Support staff and caregivers with continuous professional learning
    - Provide regular training sessions in child development, recreation leadership, and inclusive practices.
    - Encourage reflective practice and peer mentorship among staff.
    - Support participation in conferences, workshops, and community learning networks.
    - Document, review, and reflect on program practices
    - Use observations, photos, and learning stories to capture children's experiences and share them with families.
    - Gather feedback from children, youth, and families to inform planning.
    - Conduct regular program evaluations to ensure goals are being met and adapt strategies when needed

Our programs are also guided by the BGC Model for Success, which highlights three common features:

- Place of Belonging – We create inclusive, welcoming spaces where children and youth feel safe, accepted, and valued.
- Life-Changing Opportunities – We provide enriching experiences that allow participants to explore new interests, develop skills, and discover their potential.

- Authentic Connections – Staff cultivate meaningful, supportive relationships that promote trust, confidence, and character development.

Together, these commitments support four key outcomes for every child and youth we serve:

- Lifelong Learners – developing habits of curiosity and a love of learning that prepares them for the future.
- Sustained Well-Being – becoming healthy, active, and confident individuals who practice balance and wellness.
- Positive Relationships – building strong, caring connections with themselves, peers, families, staff, and community.
- Inspired Leaders – developing the confidence and skills to lead themselves and positively influence others.

Program workers, students and volunteers will not:

- Use corporal punishment (which may include but is not limited to hitting, spanking, slapping, pinching)
- Use physical restraint of children, 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 him/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 as is required as part of the licensee's emergency management policies and procedures
- Use harsh, 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 their self-respect, dignity or self-worth
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflict any bodily harm on children including making children eat or drink against their will.

Parent/Guardian Issues and Concerns Policy

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

children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by BGC South East 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.

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in responding to issue/concern:</th></tr>
<tr><td>Program Room-Related

E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</td><td>Raise the issue or concern to

- the classroom staff directly
or

- the supervisor or licensee.</td><td rowspan="3">- Address the issue/concern at the time it is raised
or

- arrange for a meeting with the parent/guardian within 2 business days.

Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person who received the issue/concern;
- 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.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

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.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</td></tr>
<tr><td>General, Centre- or Operations-Related

E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to

- the supervisor or licensee.</td></tr>
<tr><td>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</td><td>Raise the issue or concern to

- the individual directly
or

- the supervisor or licensee.

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.</td></tr>
</table>

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:
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. 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.	

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, Youth and Family Services Act*. For more information, visit http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

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 CEO.

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
Family and Children's Services of Frontenac, Lennox and Addington 613-545-3227
Krista Pretty- Associate Director of Early Years 613-507-3306 ext. 111 krista@bgcsoutheast.ca
Heather Cunningham- Director, Programs 613-507-3306 ext. 602 heather@bgcsoutheast.ca
Harold Parsons- Chief Executive Officer 613-507-3306 ext. 222 or harold@bgcsoutheast.ca

Contact Information

Hughson Child Care Centre

559 Bagot St.
Kingston, Ontario
K7K 3E1
phone: 613-507-3306 ext. 605
email: kimberley@bgcsoutheast.ca

St Genevieve Child Care Centre

386 Holden Drive
Kingston, Ontario
K7P 0C1
phone: 613-507-3306 ext 701
email: bgcstgenevieve@bgcsoutheast.ca

West End Community Centre

1300 Bath Rd.
Kingston, Ontario
K7M 4X4
phone: 613-507-3306 ext. 100
email: samantha@bgcsoutheast.ca

To report your child's absence from the program, please call the appropriate location and leave a message for the corresponding Manager/Coordinator.

FOLLOW US!

Follow us on the following social media platforms for program information and cancellation

Website: www.bgcsoutheast.ca
Facebook: BGC South East
Instagram: bgcsoutheast

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