

# GRAPEVIEW DAYCARE PARENT HANDBOOK



**A CHRISTIAN BASED CENTRE WHERE YOUNG MINDS  
GROW**  
SERVING OUR COMMUNITY SINCE 1988

*41 Grapeview Dr,  
St Catharines, ON  
L2S 0A8*

*Email: [grapeviewdaycare@gmail.com](mailto:grapeviewdaycare@gmail.com)*

*<https://www.grapeviewchurch.org/grapeview-daycare>*

*Phone: 9056820991*

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## Welcome Letter

Dear Parents,

We warmly welcome you and your child/children to Grapeview Daycare Centre. Since our establishment in 1988, Grapeview Daycare has provided exceptional childcare guided by over 35 years of experience. As a Christian-centered organization, we strive to ensure that the teachings of Jesus Christ are at the heart of all our activities and policies.

This parent handbook outlines our center's policies regarding you and your child/children. We believe that every child is a precious gift from God, and it is our mission to nurture their growth in a loving, Christ-centered environment.

Thank you for choosing and entrusting the care and education of your child/children to our dedicated and Christ-centered educators. We look forward to partnering with you to provide a nurturing and spiritually enriching experience for your child/children.



## Message from the Church Board

If you are reading this message, it is because you have accepted to enroll your child in our childcare program. Thank you for giving us the opportunity to contribute to nurturing your child at a crucial stage of your child's life. As a Christ-centred learning community, we take your vote of confidence in our ability to nurture your child with all the seriousness and compassion it deserves.

As a governance board, we pride ourselves on serving our community by providing safe, convenient, and welcoming childcare services and preserving our Christian identity. We are committed to investing in our daycare to ensure that management, educators, and learners are well-resourced and supported to provide the best quality care to the precious little ones.

Our role is to plan the strategic direction of the daycare in all aspects. We are deeply committed to fulfilling our duties by supporting and challenging the daycare team to be the best. We look to ensure that a strategic vision and mission are realized in a loving, caring, and supportive way, providing you with the confidence that your child is safe. With the guidance of Jesus Christ, our greatest teacher, Grapeview Daycare, will continue to be a blessing to our community. We wish to welcome you to the Grapeview Family! Thank you for choosing Grapeview Daycare, and God bless you.

## Testimonials

*During the two and a half years our children attended Grapeview Daycare, we had nothing but wonderful experiences. The love, support, kindness, and encouragement we received from the staff exceeded our expectations. We always felt included, informed, and updated about their daily activities. It is evident that the staff genuinely care for the children, and we consistently felt like we were treated as family. The center goes above and beyond in providing meals, activities, safety, education, care, structure, and preparation for kindergarten, all while maintaining a loving environment. We will always look back on our time at Grapeview with warmth, happy memories, and lifelong connections with the amazing staff who took such great care of our boys.*

*-Schultz Family*

*As a parent, I entrust my greatest blessings to the staff at Grapeview Daycare every day. I am forever grateful for the loving care that both my children have received here. The staff take the time to get to know each individual child and their specific needs, which really shows. My daughter learned so much in her time at Grapeview Daycare she was already writing her name before entering Junior Kindergarten. I signed my son up to attend Grapeview when I found out I was pregnant with him, there was no question that I wanted him to experience the wonderful staff here as well. Sending your children off to daycare is so tough, but the educators at Grapeview really helped make this transition easier for me. I feel as if we are a team. I love that they keep me updated throughout the day whenever I reach out to check in. I will always recommend this daycare to anyone I know looking for care!*

*-Calabrese Family*

*Our confident and kind daughter just graduated from Grapeview Daycare, and we cannot express enough positive feedback! The entire staff is dedicated, loving, and played such an important role in preparing our little girl for her next steps into kindergarten.*

*Grapeview Daycare quickly became a safe place for her, and we truly felt like part of the community. We highly recommend Grapeview Daycare to all our friends and family, as our experience during our daughter's time there has been unforgettable. So many wonderful memories were made, and friendships that will last a lifetime!*

*-Bree Family*

## Mission Statement

Our mission is to nurture every child in a loving, Christ-centered environment, fostering their spiritual, emotional, and intellectual growth through the teachings of Jesus Christ.

## Program Statement

### **a. Purpose**

Our purpose at Grapeview Daycare is to provide quality care and education for children between 18 months and four years within a nurturing, Christ-centered environment. Our program, guided by the teachings of Jesus Christ and ministry regulations, is built on

the principles of compassion, respect, and Christian values. We believe that every child is a unique gift from God, deserving of individualized attention and care. We strive to create a warm and inviting atmosphere where children feel valued and supported as they explore their world, develop their skills, and form meaningful relationships. By incorporating the "How Does Learning Happen" framework, we ensure high-quality experiences that support children's emotional, spiritual, social, cognitive, and physical growth, leading to positive outcomes in their sense of belonging, faith, health, well-being, engagement, and expression.

#### **b. CORE VALUES**

- i. Faith:** We incorporate biblical teachings into daily activities, fostering a love for God and His Word. We believe that spiritual growth is as important as physical and cognitive development.
- ii. Safety:** Ensuring a secure environment where children can thrive. We prioritize the well-being and protection of every child, recognizing that a safe environment is foundational for learning and growth.
- iii. Love:** Demonstrating Christ's love through our interactions and care. We strive to create an atmosphere of unconditional love and acceptance, reflecting the teachings of Jesus Christ.
- iv. Excellence:** Striving for high standards in education and care. We are committed to continuous improvement and professional development, ensuring that our educators provide the best possible care and learning experiences.
- v. Community:** Building a supportive community among children, families, and staff. We encourage strong relationships and collaboration, fostering a sense of belonging and mutual support.
- vi. Respect:** Valuing each child as a unique creation of God. We promote an inclusive environment where diversity is celebrated, and every child's individual needs and abilities are respected.
- vii. Integrity:** Upholding Christian principles in all our actions and decisions. We are committed to honesty, transparency, and ethical behavior in all aspects of our daycare operations.
- viii. Joy:** Encouraging joyful learning experiences that inspire wonder and curiosity. We believe that learning should be a delightful and engaging process, reflecting the joy of discovering God's creation.
- ix. Responsibility:** Teaching children to care for others and the world around them. We integrate lessons of stewardship and compassion, guiding children to act responsibly and ethically.

## **Our View of the Child**

At Grapeview Daycare Centre, our view of the child revolves around a Christ-centered environment, enriched by the principles of "Early Learning for Every Child Today" (ELECT). We believe children are precious gifts from God, created in His image, and deserving of love, respect, and nurturing care. Our approach is guided by biblical

teachings, stories, and ELECT principles that emphasize the value and potential of every child.

- a. **Children as Gifts from God:** Inspired by Psalm 127:3, which says, "Children are a heritage from the Lord, offspring a reward from Him," we recognize each child as a unique and valuable gift. We are committed to providing an environment where children feel cherished and valued.
- b. **Jesus' Love for Children:** We draw inspiration from Matthew 19:14, where Jesus said, "Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these." This story reminds us to create an inclusive and welcoming environment, encouraging children to explore their faith and relationship with Jesus.
- c. **Nurturing Growth:** Reflecting on the parable of the sower (Matthew 13:1-23), we understand the importance of providing fertile ground for children's growth. We strive to nurture their emotional, spiritual, social, cognitive, and physical development through loving guidance and engaging activities.
- d. **Teaching Values:** We incorporate lessons from the story of the Good Samaritan (Luke 10:25-37) to teach children compassion, kindness, and the importance of helping others. Our aim is to instill Christian values that will guide their interactions and relationships.
- e. **Encouraging Curiosity:** Just as Jesus encouraged questions and exploration in Luke 2:46-47, where the young Jesus is found in the temple courts, sitting among the teachers, listening to them and asking questions, we encourage children to be curious, ask questions, and seek understanding in a supportive environment.
- f. **Building Confidence:** We look to the story of David and Goliath (1 Samuel 17) to inspire confidence and courage in children. We support and encourage their competence, capability, and potential, helping them face challenges with faith and resilience.
- g. **Supporting Development:** According to the ELECT framework, we believe that children are entitled to opportunities that support and encourage their competence, capability, curiosity, and potential. We seek to stimulate and develop children's creative thinking and problem-solving skills through both teacher-supported and child-initiated activities.
- h. **Promoting Positive Self-Image:** We strive to promote a positive self-image for each child by encouraging exploration, fostering the development of social skills, cultivating friendships, and promoting a strong sense of community.

## Licensing

In Ontario, all daycare centers must be licensed by the Ministry of Education. Licensing ensures that the basic standards regarding staff, premises, health, fire safety, equipment, and program are maintained. A representative from the Ministry periodically inspects Grapeview Day Care, as do the local Fire Department, Health Department, and the Niagara Regional Social Services Department. The centre's license is renewed annually and posted at the centre's entrance for your viewing.

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## Objective

To provide quality care and education to children between 18 months and four years.

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## Program Statement

### Purpose

Our program statement and the ministry regulations guide our program development, pedagogy, and everyday practices. These are intended to strengthen the excellence of Grapeview Daycare's program to ensure high-quality experiences that lead to positive outcomes concerning children's belonging, health and well-being, engagement, and expressions. Grapeview Daycare will incorporate these foundations using the document "How Does Learning Happen" in its program, which ensures optimal learning and healthy development in everyday practices in relation to the Child Care and Early Years Act.

### Program Statement Goals:

- Promote the health, safe supervision, nutrition, and well-being of the children by creating a sense of belonging between children and adults, the world around them, and assisting them in developing a sense of self. We support and meet their nutritional needs by providing snacks and lunches following Canada's Food Guide. This information is posted for parents as we educate their children in making healthy choices. Daily and annual safety checks for our playground, health, and fire inspections are completed.
- Educators create an inclusive and respectful environment that fosters positive and responsive interactions among children, parents, and staff.
- Educators encourage children to interact and communicate positively by supporting their ability to self-regulate through self-expression while actively engaging with peers and teachers, showing they can express their needs, and ensuring that children are given the freedom to make choices.
- Educators will support the children's natural curiosity for self-exploration through active play and inquiry, allowing them to gain a sense of themselves as powerful and competent learners through inquiry-based exploration by making indoor and outdoor experiences inviting, having a variety of developmentally appropriate child-initiated play opportunities that are flexible to the program.
- Incorporate indoor and outdoor active play in daily planning and scheduling that integrates pedagogically leveled learning opportunities. During rest time, children can self-regulate and refresh for continued learning or may do this through quiet time, using literacy, fine motor activities, or cognitive recreations. All play and rest areas are maintained through daily inspections.
- Ongoing communication with parents/guardians about their children and Grapeview Daycare's program through monthly newsletters, daily communication logs, and staff and parental interactions. Parents are encouraged

to be involved in their child's learning by observing and volunteering in the classroom, and parent surveys are sent out quarterly for feedback.

- We involve community partners/resources through family and community barbecues, visits with emergency and medical service providers, and special outings to local establishments that support and promote educational engagement. Educators will cooperate closely with specialized services that provide resources for special needs families.
  - We maintain continuous professional development for staff who work with children to teach them how to create rich learning environments. Professional development, self-reflection, and collaboration among staff members will assist teachers in reaching their full potential while educating the children in their care. Educators are actively engaged in Quality Child Care training as required by the ministry.
  - Educators are responsible for ensuring the approaches in the program statement are implemented. All staff, students, and volunteers will review the Program Statement before interacting with children and sign off once they have read and understood it. The Program Statement will be reviewed annually by management or after a revision. All team members will be monitored and documented for the implementation of approaches annually. The staff and management will continuously incorporate all goals related to the Program Statement.
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## Integration

Grapeview Daycare is an integrated setting accommodating children with special needs. The centre works in partnership with St. Catharines Community Association for Community Living to provide special programs designed to meet the needs of each child. The association offers resource teachers, who assist in the preparation of each child's individualized plans and offer guidance or training to staff on various ways to help the children in their care. Other resources include yearly developmental assessments known as the Diagnostic Preschool Scale and referrals for speech assessments.

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## PROGRAM

Our childcare centre is divided into four rooms: two rooms for the toddler group and two rooms for the preschool group. Programs are developed for each level of development to ensure the children receive a nurturing, stimulating, and supportive environment. The educators recognize each child's interests and needs while ensuring they have fun. The program promotes independence and social skills, with educators assisting children in developing school readiness skills. Our program is planned according to the children's needs and interests, allowing them to engage with objects and experiences in their everyday environment. Classroom themes and toys change on a monthly schedule to ensure a variety of learning experiences.

Grapeview Childcare Centre provides care for children in the age range of 18 months to 4 years:

- **Toddlers:** 18 months to 2 years

- **Preschool 1:** 2.5 years to 3 years
- **Preschool 2:** 3 years to 4 years

Our centre follows the Childcare and Early Years Act's recommendations for maintaining ratios between educators and children in the classrooms:

- **Toddler Classroom:** One educator to five children
- **Preschool Classroom:** One educator to eight children

## STAFF

A Centre Director oversees the daily management of the centre's operations. The Centre Director reports to the daycare committee and manages staff to ensure the centre runs smoothly. In the absence of the Centre Director, the opening and closing educators will oversee the centre's daily activities. If the absence is extended, alternate arrangements will be made.

All full-time teachers hold an Early Childhood Education Diploma and are members of the College of Early Childhood Educators. Educators are trained in Quality Child Care Niagara, or an equivalent diploma recognized by the Ministry of Education. Teacher Assistants with related education and experience in the field may also be hired.

All employees hold valid certificates in First Aid and CPR. Employees are required to attend workshops, seminars, or conferences annually to enhance their skills and knowledge. Monthly staff meetings review policies and procedures, update on the children, program planning, and professional development. Employees are continuously evaluated on their performance throughout the year.

- **Dietary Staff:** Our cook prepares meals and snacks for the children on-site. Menus are created using the Canada Food Guide.
- **Child Care Custodians:** Our custodians maintain the cleanliness of our centre and ensure it remains in good condition for operation.

## STUDENTS/VOLUNTEERS

Only employees of Grapeview Daycare or resource consultants with parental permission will have direct, unsupervised access to children. Volunteers and students will not be counted in the staffing ratios. All students and volunteers will be informed of our confidentiality policy before starting their placement. Students must have an interest in the development and activities of young children and must obtain written permission from parents for child observation. Any information gained about the children, families, or other adults in the group must remain confidential. Students/volunteers will be provided with a complete set of our policies to read and sign. All students/volunteers will be monitored for compliance, just as employees are. A current Vulnerable Sector Clearance is required before starting.

## INTEGRATION PERIOD

When possible, your child should be integrated into our program gradually. This gradual integration helps children adjust to a new childcare environment with daily routines and transitions. It also allows your child to become familiar with new friends and adults. The integration period is at the discretion of the parents/guardians, and arrangements with the Centre Director are made based on ratios and available times. This period allows staff to meet with you and your child to understand your family's

routines and specific needs. Adjusting to the centre can vary for each child, and it is important to encourage your child to follow routines and interact with others, but not to insist. Your child may be more fatigued initially and might cry during this transition. Teachers can provide insights into reducing your child's anxiety and will keep you updated on their progress throughout the day.

## INCLUSION POLICY

Grapeview Day Care is an integrated setting accommodating children with special needs. The centre partners with St. Catharine's Community Association for Community Living to provide special programs tailored to each child's needs. St. Catharine's Association provides Resource Teachers who assist in preparing individual program plans and offer guidance to staff. Additional resources, such as referrals for speech assessments and occupational therapy, are also available.

## FEES

### CANADA-WIDE EARLY LEARNING AND CHILDCARE (CWELCC)

The Government of Canada has identified childcare as a national priority to enhance early learning and childhood development, support workforce participation, and contribute to economic recovery. Funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) aims to improve quality, accessibility, affordability, and inclusivity in early learning and childcare for children ages 0-5 years. Grapeview Daycare has opted into the Canada-Wide Early Learning & Child Care (CWELCC) program. Base fees are mandatory and charged to all parents for a child to attend a childcare program. Non-base fees, including registration/late fees and bank service charges, are not subject to reductions under CWELCC. Actively registered families will see their base childcare fees reduced by 25% on November 1, 2022, and another 25% on January 1, 2023.

**Once your child(ren) is/are registered at Grapeview Daycare, fees are due monthly, regardless of attendance. Due to advance planning and arrangements necessary for your child's participation, payments cannot be adjusted or refunded for absences, illnesses, statutory holidays, or closures due to inclement weather. Parents are responsible for the payment of the days listed.**

### Fee Payment Information

Grapeview Daycare is enrolled in the **Canada-Wide Early Learning Child Care (CWELCC) Program**, allowing us to offer a **25% reduction in base fees**.

### Payment Schedule & Methods:

### Current Fees for Grapeview Daycare:

- **Preschool (Full-Day): \$17.96**
- **Preschool (Half-Day): \$12.00**
- **Toddler (Full-Day): \$19.85**
- **Toddler (Half-Day): \$13.23**

- **Payments are due by the 25th of each month.**
- **Late payments** must be made no later than the **30th of the month.**
- We accept **cheque** or **e-Transfer** as payment methods:
  - **Cheques:** Payable to **Grapeview Daycare.**
  - **e-Transfers:** Sent to [Etransfer.grapeviewdaycare@cogeco.net](mailto:Etransfer.grapeviewdaycare@cogeco.net).
  - **Cash:** Cash payments can be dropped off in the cash deposit box located on the wall in the senior preschool room.

### **Refund Policy:**

- Any applicable **refunds for fees or other payments** will be issued on the **30th of the month** in which the refund is approved.

## **TAX RECEIPTS**

Receipts for income tax purposes will be issued annually. If you withdraw from our centre before year-end, please ensure we have your current address so your receipt can be mailed to you.

## **LATE PAYMENTS**

Past due payments over two weeks are not permitted. An additional 5%, calculated monthly, will be charged for fees two weeks past due. Late and non-payments may result in termination of care.

## **SUBSIDIZED FAMILIES**

Subsidized families must give two weeks' written notice for termination and vacations. Families who qualify for the subsidy must also pay the daycare vacation fee of 25% per week. Families are responsible for contacting their subsidy caseworker one month before their subsidy approval end date for renewal. Failure to do so may result in families paying regular daycare fees past the approval end date.

## **LATE PICK-UP FEES**

The centre closes promptly at 5 p.m. Parents must notify the centre as soon as possible if they cannot arrive by closing time.

- **1st Occurrence:** Parents will receive a warning.
- **2nd Occurrence:** A late fee of \$1.00 per minute will be charged for every minute a child remains in the centre after 5:00 p.m.
- **3rd Occurrence:** A late fee of \$10.00 per minute will be charged. Time will be calculated using the clock in the front play area. Parents must sign the late sheet as they leave the centre. Cash payments must be made to the Centre Director within 24 hours.

Note: Violating the late fee policy may result in the termination of childcare services at the absolute discretion of Grapeview Daycare.

Written notice of termination must be submitted to the Centre Director three weeks before the discharge date. Subsidized families are required to give two weeks' written notice to the Centre Director.

## WAITLIST POLICY

It is never too early to add your child to our waitlist. Due to several factors, space availability cannot always be confirmed when your child is added to our waitlist. Grapeview Daycare retains a waitlist for each program by age group when programs become full. To place your child/children on the centre's waitlist, call and speak to the Centre Director or email your family's information to [grapeviewdaycare@cogeco.net](mailto:grapeviewdaycare@cogeco.net). Your child/children are placed on the waitlist based on the application date and the date the position is required.

Grapeview Daycare recognizes the following priorities when spaces become available:

1. Employees of Grapeview Day Care
2. Siblings of children currently enrolled in our programs.
3. Previous Grapeview Daycare families

These priorities are based on the date a family applied to the centre's waitlist and the date of care requested. Families may contact the Centre Director to confirm their waitlist position. Exceptions may be made based on current enrollment and needs of the centre.

If the centre attempts to contact a family but cannot reach them due to a change in information, the application will be removed from the waitlist. If the centre does not receive a response by the designated date, the application will be removed, and the next family on the list will be contacted. If a family declines an offered space, the application will be removed from the waitlist.

Placement on the waitlist does not guarantee space in the centre; space is only confirmed when the Centre Director has confirmed it. Parents can also place themselves on the Niagara Region's online waitlist for our centre at [www.niagara.onehsh.com](http://www.niagara.onehsh.com).

As per our Parent/Guardian Agreement, parents/guardians must complete and return the registration package to the Centre Director before their child's first day of attendance. The package should include an up-to-date copy of your child's immunization record, which will be forwarded to the Niagara Public Health Unit. If your child is not eligible for immunizations, please contact Grapeview Daycare for a Statement of Conscience or Religious Belief under the Child Care and Early Years Act, 2014. This form must be completed before your child's start date.

The Centre Director will arrange an initial one-hour visit for you and your child. During this visit, you may stay or leave and return after the hour. This visit introduces your child to the educators, other children, and the learning environment. Additional visits can be arranged to facilitate a smooth transition into our program.

Due to limited childcare spaces, we cannot always guarantee room availability for your child to move between programs. The Centre Director will make every effort to accommodate transitions based on your child's date of birth, if movement between programs is not possible, the educators will address and support your child's developmental needs within their current classroom.

**Note:** We require a copy of your child's up-to-date immunization record and health card number. If you have chosen not to vaccinate your child for religious, medical, or philosophical reasons, you must provide an exemption document.

## TERMINATION OF CARE

Written notice of termination must be submitted to the Centre Director three weeks before the intended discharge date. Subsidized families are required to give two weeks' written notice.

A withdrawal from the program does not guarantee space availability if you wish to re-enroll. Parents are responsible for re-adding their children to the One List waitlist by visiting [www.niagara.onehsn.com](http://www.niagara.onehsn.com) or contacting the centre.

**Note: Full fees will be charged for the three additional weeks if notice is not received.**

**We reserve the right to terminate services if policies are not followed.**

## MULTI-HOUSEHOLD FAMILIES AND CUSTODY POLICY

Grapeview Daycare recognizes that multi-household families are common. This policy clarifies the centre's expectations regarding custody changes, communication, and fee payment.

- Any special custody arrangements should be declared at registration.
- Parents/guardians must notify Grapeview Daycare of any custody changes and provide supporting documentation. Changes will not be made without proper documentation.
- Grapeview Daycare will release a child to any parent or guardian listed with full or partial custody unless documented otherwise.

Invoices, forms, newsletters, and letters will be circulated via the child's cubby or the Lillio app (formerly Himama). The parent/guardian receiving these documents is responsible for communicating necessary information to the other parent/guardian. The Centre Director will first contact the primary custodial parent/guardian regarding behavior concerns or illness. If contact is unsuccessful, the secondary custodial parent/guardian will be contacted.

Both parents/guardians may make individual payments, but both are due at the beginning of the month. In the case of arrears, any individual listed as having full or partial custody will be responsible for payment. Unpaid fees may result in collection agency involvement.

## HOURS OF OPERATION / HOLIDAY CLOSURES

Grapeview Daycare is open Monday to Friday from **7:30 a.m. to 5:00 p.m.** The Daycare will be closed on the following statutory holidays:

- **New Year's Day**
- **Family Day**
- **Good Friday**
- **Victoria Day**

- **Canada Day**
- **Civic Holiday**
- **Labour Day**
- **Thanksgiving Day**

**Note: All statutory holidays are paid days.**

## CHRISTMAS SHUTDOWN

Grapeview Daycare will be closed for two weeks during the Christmas holidays. Exact dates will be posted in the fall. No fees will be charged during this time.

## DAYCARE CLOSURES / INCLEMENT WEATHER

Grapeview Daycare will close when schools are closed due to inclement weather. Please listen to radio stations CKTB 610 AM or iHeart Radio for closure announcements. Messages will be sent via the Lillio app (formerly Himama). These closure days are still considered paid days.

In the event of a storm or natural disaster during the day, the daycare will need to close for the safety of our employees, children, and families. In such cases, the Centre Director and staff will promptly contact parents, and we kindly ask that you arrange for your child's immediate pick-up. Thank you for your understanding and cooperation as we prioritize everyone's safety.

## VACATIONS

Children enrolled at Grapeview Daycare are entitled to three annual vacation weeks, which can be taken in weekly blocks. For part-time attendees, the week requested off counts as one vacation week. A fee of 25% of the regular monthly cost applies. Three weeks' written notice is required to use the vacation fee.

If withdrawing your child for the summer and returning in September, provide written notice of the last day of attendance and the first day back, along with a one-week fee deposit upon return. This deposit is non-refundable if your child does not return.

## SICK WEEKS

With a doctor's note, a sick week can be converted into a vacation week, allowing payment of 25% of the regular fee. This will be deducted from the three-week annual vacation time and cannot be used for other absences.

## ABSENT DAYS

If your child will be absent, please call the Daycare by 9:30 a.m. Email is not monitored constantly. Prompt notification helps with lunch planning and staff scheduling. Notify us if your child will be picked up early, late, or by someone else.

## ARRIVALS AND DEPARTURES

Children must be escorted to their classroom upon arrival. Please bring your child into the classroom and notify staff directly. Ensure your child arrives by 9:00 a.m. to avoid disrupting the class routine. Kindly let the centre know if your child will be late via calling, the Lillio app or email.

During departures, notify staff before leaving. Children will only be released to individuals listed on the authorized pick-up list. If someone other than a parent/guardian is picking up, please provide written or verbal authorization. Ensure the pick-up person has valid photo identification and an appropriate car seat. Notify us of any changes to contact information or emergency contacts to keep records current.

**Note:** If the procedure is not followed, the child will remain at the centre until a parent/guardian can be contacted.

## Grapeview Daycare Program

The Grapeview Daycare Program is designed to meet the holistic needs of each child—socially, emotionally, cognitively, physically, and spiritually. Our approach emphasizes individualized support and a nurturing environment to foster comprehensive development in all areas.

Our curriculum is designed around children’s self-directed exploration, discovery, play, and relationship-building. This emergent curriculum approach is based on “How Does Learning Happen?” and focuses on four foundational blocks for children’s growth and development:

- **Belonging**
- **Well-Being**
- **Engagement**
- **Expression**

Children are encouraged to explore and experiment at their own level. Activities are designed to excite and satisfy their curiosity while challenging them to grow. Our educators are skilled in using play as a learning tool, which provides a solid foundation for developmental learning.

The curriculum is developed daily and weekly, with teachers making thoughtful plans based on children’s interests and developmental needs rather than a rigid, pre-determined schedule. Educators observe, sustain, enrich, and document the children’s explorations to foster their growth.

## Activities Throughout the Day

- **Arrival:** Teachers greet children and parents warmly, fostering a connection and initiating discussion.
- **Free Play:** The environment is prepared with various activities such as tabletop games, puzzles, books, and dress-up corners, allowing children to choose their engagement.
- **Guided Learning:** Educators focus on individual and small group learning needs, reinforcing, and introducing new concepts. Activities may include literacy or numeracy skill-building and self-directed tasks.
- **Transition Periods:** Children are given notice before activities change, using songs, jingles, and poems to encourage clean-up and transition smoothly.

- **Mealtimes:** Healthy snacks and lunch are provided, following Canada's Food Guide. Educators guide children in table etiquette, social skills, and hygiene practices. Teachers also sit with the children to model these behaviors.
- **Outdoor Play:** Each group participates in outdoor play for 1 hour in the morning and 1 hour in the afternoon, weather permitting. This daily activity is essential for physical exercise and healthy habits.
- **Rest Time:** Each child has a designated cot for quiet rest. Soothing music is played to promote sleep, and if a child cannot sleep after an hour, they may engage in quiet activities like reading or coloring. Staff perform visual checks on sleeping children every 30 minutes.
- **Creative Activities:** Children experience various creative arts, including drawing, painting, constructing, dancing, singing, and storytelling.
- **Social Skills:** Educators implement social skills programs daily, using 'teachable moments' to foster positive social interactions.

## HEALTH AND SAFETY POLICY

As mandated by the Child Care and Early Years Act / Niagara Public Health, we cannot provide care for ill children. To prevent the spread of illness, please keep your child home if they are not feeling well, even with minor symptoms. Children exhibiting the following symptoms will need to stay home:

- Fever
- Vomiting
- Diarrhea (two or more instances)
- Pink Eye
- Unidentified Rashes
- Impetigo

If you suspect that your child may have an infectious disease, such as measles or chickenpox, please consult with a healthcare provider and let us know at your earliest convenience. If your child develops a fever of 100°F (37.6°C) or higher, we kindly ask that you pick them up as soon as possible. For their well-being and that of the other children and staff, please ensure they return only after they have fully recovered.

**Head Lice:** Children with head lice must be picked up immediately and may return only after the lice are completely gone.

**Chicken Pox:** Children may return to the center only after spots have stopped breaking out and are dried.

### Administration of Medication

Medication must be prescribed by a doctor and provided in the original container with a pharmacist's label indicating:

- Name of medication
- Date prescribed.
- Child's name
- Exact dosage and frequency
- Pharmacy's name, address, and phone number

Medication must be delivered to the Centre Director or a staff member with a completed form. Expired medication will not be administered.

For over-the-counter medications, a doctor's note must include:

- Current date
- Name of medication
- Child's name and birthdate
- Exact dosage and frequency

## Peanut/Nut-Free Policy

To ensure a safe environment for children with allergies, we have a strict "No Peanut/Nut Policy." Please do not send your child with any food or drink from outside the center.

### Allergies

Please inform the Centre Director and staff of any environmental or food allergies your child may have. This information should be included in the enrollment package to ensure we can provide the necessary support and accommodations.

### Special Diets

We accommodate special diet requirements due to medical conditions, allergies, religious, or family practices. In some cases, you may need to provide the food. Documentation and a written note must be kept in the child's file.

### Sun Policy

Parents must apply sunscreen to their children before arriving at the center between April and October. Educators will reapply sunscreen in the afternoon. Acceptable brands include Coppertone, Umbrella, and Banana Boat, and the sunscreen must be peanut/nut-free.

## Anaphylactic Policy and Procedures

### 1. Policy Statement

Grapeview Daycare is committed to providing a safe and inclusive environment for all children in our care. We recognize that anaphylaxis is a serious, life-threatening allergic reaction that requires immediate attention. This policy outlines the measures we take to minimize the risk of exposure to allergens, ensure prompt emergency response, and comply with **Ontario Regulation 137/15** under the **Child Care and Early Years Act (CCEYA)**.

### 2. Development of Individualized Plans and Emergency Procedures

For each child with a diagnosed anaphylactic allergy, an **Individualized Plan and Emergency Procedure** will be developed in consultation with:

- The child's parent/guardian.
- A regulated health professional involved in the child's care (as identified by the parent).

**The Individualized Plan and Emergency Procedure** will include:

- A list of the child's allergens.
- Detailed emergency procedures to be followed in case of an allergic reaction.
- A copy of the child's prescription for epinephrine (e.g., EpiPen).
- Instructions on recognizing signs and symptoms of anaphylaxis.
- The name(s) of staff responsible for administering emergency treatment.
- Parent/guardian consent for emergency medical intervention.

The plan will be **reviewed annually** or sooner if the child's medical needs change. A copy will be kept in the child's file and posted in relevant areas (e.g., classrooms, kitchen, staff room).

### **3. Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

To minimize the risk of exposure to allergens, Grapeview Daycare will:

- Maintain a **nut-free** environment and prohibit high-risk foods.
- Require all families to **avoid sending food containing identified allergens** in lunches and snacks.
- Ensure all staff, students, and volunteers are aware of children with anaphylactic allergies.
- Clean and sanitize tables, chairs, and food preparation areas regularly.
- Implement **handwashing protocols** before and after eating.
- Monitor food-sharing and discourage children from trading snacks.

### **4. Communication Plan**

To ensure awareness and compliance, Grapeview Daycare will:

- Share this policy with all staff, parents, and volunteers upon enrollment and annually.
- Post visible **allergy alerts** in classrooms, the kitchen, and on the door to the entrance to the playground.
- Provide regular reminders about allergen-related policies to families.
- Require parents of children with anaphylactic allergies to provide up-to-date medical information and emergency medication (e.g., EpiPen).
- Work collaboratively with families to address concerns regarding allergens and dietary needs.

### **Rules for Parents Who Send Food with their Child**

- Ensure that parents label food brought to the childcare centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the childcare centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

### **5. Training on Emergency Procedures**

All staff, students, and volunteers will receive **training** on:

- Recognizing the signs and symptoms of anaphylaxis.
- Administering an epinephrine auto-injector (EpiPen).
- Emergency response procedures, including calling **911** and notifying parents immediately.
- Documentation and reporting of anaphylactic incidents.

Training will be conducted by a **qualified medical professional** or a designated staff member trained in anaphylaxis management.

### **6. Compliance with Ontario Regulation 137/15**

Grapeview Daycare ensures compliance with the **Child Care and Early Years Act (CCEYA)** by:

- Implementing strategies to reduce allergen exposure.
- Maintaining up-to-date Individualized Plans for children with anaphylactic allergies.
- Conducting regular staff training on anaphylaxis management.
- Communicating allergy-related policies to all staff and families.

## 7. Review and Updates

This policy will be reviewed annually or as needed to ensure ongoing compliance with provincial regulations and best practices in childcare.

This policy ensures that all children with anaphylactic allergies are protected while in our care and that staff are prepared to respond effectively in an emergency.

## TECHNOLOGY POLICY

Technology use is limited to developmentally appropriate, non-violent, and culturally sensitive materials. Children will always be supervised during technology use.

### Lillio (formerly Himama) Information

Lillio is an app used to record and share daily activities and updates. It provides real-time information about your child's experiences and learning. You will receive an invitation to download the app or log in to your Parent Portal. For more information, visit Lillo's website.

### Safety and Emergencies

- **Parking Lot Safety:** Please adhere to the 10km speed limit, park only in designated spaces, and avoid leaving children unattended in cars. Winter conditions may affect the parking lot, so exercise caution.
- **Field Trip Policy:**
  1. Field trips are announced at least a day in advance.
  2. Children must have a signed permission form to participate.
  3. Drop-off and pick-up occur at the center to maintain consistency and safety.
  4. Late arrivals or absences on trip days may prevent participation.
  5. Parents joining trips must provide a clear Criminal Reference Check.

For additional information or to volunteer, please contact the Centre Director.

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## **ACCIDENT REPORTS**

If your child is involved in an accident during centre hours, a teacher will complete an accident report for your signature, and a copy will be sent home. You will be contacted if an accident occurs that requires medical attention. If you are unreachable in an emergency, the Centre Director or a teacher will call the numbers you provided on your emergency contact form. If neither can be reached and immediate attention is needed, we will transport your child to the nearest hospital and continue trying to contact you. A Serious Occurrence Report will be completed and sent to the Ministry of Education.

### **Niagara Health System - St. Catharine's Site**

1200 Fourth Ave  
St. Catharine's, ON  
L2S 0A9  
Tel: 905.378.4647

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## **BITING POLICY**

Biting is defined as any intentional act where a child uses their teeth to inflict harm or discomfort on another child, including incidents that break the skin or leave a mark.

### **Reporting Procedures**

1. Educators are required to intervene immediately and separate the children involved in a biting incident.
2. Immediate care will be provided to the bitten child, including cleaning the wound and applying first aid, as necessary.
3. The incident will be documented in writing, including the date, time, location, names of the children involved, a description of the incident, and the names of the caregivers who responded.
4. Parents/guardians of both the biter and the bitten child will be notified of the incident as soon as possible, either verbally or through a written incident report.

### **Supervision**

1. Educators will maintain constant supervision of children to prevent biting incidents.
2. Educators will be trained to recognize and address signs of aggression or frustration in children.

### **Communication with Parents/Guardians**

1. Open and honest communication with parents/guardians is essential. Both sets of parents/guardians will be informed of the incident.
2. Educators will discuss the incident with the parents/guardians, share the written incident report, and address any questions or concerns they may have.

### **Behavioral Intervention**

1. The childcare center will work with the parents/guardians of the child who bites to develop a behavior modification plan.

2. Educators will use positive reinforcement and redirection techniques to teach the child alternative ways to express their feelings and needs.
3. If the biting behavior continues, a behavior specialist may be consulted to develop a more intensive intervention plan.

### **Confidentiality**

All information related to biting incidents will be kept confidential among the involved parties while ensuring transparency with parents/guardians.

### **Inclusion and Support**

1. The bitten child and their family will receive emotional support, and any necessary accommodations will be made to ensure their continued well-being.
2. Our center will work closely with the bitten child's family to ensure their child feels safe and included.

### **Repeat Offenses**

If a child repeatedly engages in biting behavior, the center may implement consequences, including temporary suspension. The goal is to ensure the safety and well-being of all children.

### **Education for Parents/Guardians**

Parents/guardians will receive resources and guidance on addressing biting behavior at home and collaborating with our center to support their child's development.

### **Review and Updates**

This biting policy will be reviewed annually and updated as needed to reflect best practices and the evolving needs of the childcare center.

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## **SERIOUS OCCURRENCES**

In the event of a Serious Occurrence, Grapeview Daycare will post the Serious Occurrence Notification Form on the entrance door to the front room within 24 hours of the occurrence. The form will remain posted for ten days, and any updates will restart the ten-day posting period.

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## **FIRE DRILLS**

To ensure your child's safety, we conduct fire drills monthly, and all safety equipment is tested each month.

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# SECURITY CAMERAS POLICY

## **Purpose:**

This policy aims to ensure the safety and security of all children, staff, and visitors at our childcare center while respecting privacy and legal rights.

## **Placement of Cameras**

- Security cameras will be strategically placed in common areas of the childcare center, such as entrances, play areas, and parking lots.
- Cameras will not be placed in areas where individuals have a reasonable expectation of privacy, such as restrooms or changing rooms.

## **Use of Recorded Footage**

- Recorded footage will be used solely for security and safety purposes, including monitoring entry and exit points, identifying unauthorized access, and reviewing incidents.
- Footage will not be used for staff performance evaluation or child behavior assessment.
- Access to recorded footage will be restricted to authorized personnel only, such as the Centre Director and designated staff responsible for security.

## **Data Storage and Retention**

- Recorded footage will be stored on secure, password-protected servers with limited access.
- The footage will be retained for [insert retention period], after which it will be automatically deleted unless needed for an ongoing investigation or legal matter.

## **Notification and Consent**

- Parents/guardians will be informed of security cameras through our enrollment agreement and provided with a copy of this policy.
- Visitors will be notified of security cameras upon entry.
- The centre will obtain written consent from parents/guardians to use security cameras for security and safety purposes.

## **Access to Footage**

- Access will be restricted to authorized personnel only.
- Access to footage will be logged and monitored to ensure compliance with this policy.

## **Privacy and Confidentiality**

- The centre is committed to protecting the privacy and confidentiality of all individuals recorded on security cameras.
- Unauthorized sharing or distribution of recorded footage is prohibited.

## **Compliance with Applicable Laws**

- The centre will comply with all local, state, and federal laws and regulations regarding the use of security cameras, including those related to privacy and data protection.

### Review and Updates

This policy will be reviewed annually and updated to align with best practices and legal requirements.

#### Parent/Guardian

#### Acknowledgment

By signing below, you acknowledge that you have received and understand this security camera policy.

Parent/Guardian Name: \_\_\_\_\_  
 Parent/Guardian Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

## EVACUATION OF THE DAYCARE

Grapeview Daycare has an Emergency Management Policy and Procedure in place. Should there be a need to evacuate the daycare, an alternative location has been pre-arranged. Our alternate place of shelter is 41-A Grapeview Dr, the house adjacent to the daycare. You will be contacted in an emergency by phone, text message, email, or via the HiMama app to pick up your child at this location as soon as possible. Where possible, the Centre Director or designate will update the childcare center's voicemail box as quickly as possible to inform parents/guardians of the evacuation details. After an emergency, updates will be communicated via newsletters, emails, phone calls, etc.

## BEHAVIOR MANAGEMENT/COMPLIANCE POLICY

It is the policy of Grapeview Daycare to discipline children in a developmentally appropriate manner. This policy protects your children’s emotional and physical well-being and promotes self-discipline.

Redirecting behavior is an initiative-taking method for dealing with challenging behavior, helping children self-regulate and learn alternatives to problematic behaviors.

Our behavior management/compliance approaches are expected to be:

- Related to the nature of the skill deficit and the function of the behavior.
- Appropriate to the developmental level of the child.
- Used in a positive and consistent manner.
- Designed to assist the child in learning proper skill development.
- Implemented as soon as a skill deficit is identified.

### Prohibited Practices

As legislated by the Child Care and Early Years Act of Ontario, the following practices are prohibited:

- Corporal punishment.
  - Deprivation of basic needs, including food, shelter, clothing, or bedding.
  - Confinement in any locked room or structure, or being left without supervision, except during emergencies as part of our emergency policy.
  - Verbal punishment or any deliberately harsh or degrading measure that would humiliate a child or undermine their self-respect, dignity, or self-worth.
  - Using food to control or reward behavior.
  - Inflicting any bodily harm on children, including making a child eat or drink against their will.
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## PROCEDURES FOR MONITORING BEHAVIOUR/COMPLIANCE MANAGEMENT

- Each staff member's behavior management/compliance skills will be evaluated and documented during the annual performance review process.
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## CHILD ABUSE POLICY

In compliance with the Child and Family Services Act and our policies, staff are legally responsible for reporting all cases of suspected child abuse to Family and Children's Services.

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## SMOKING POLICY

Grapeview Daycare does not permit smoking on or in view of the facilities. Please refrain from smoking on daycare property; staff will ask you to remove yourself from our property if smoking is observed.

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## CONFIDENTIALITY AND PRIVACY POLICY OF GRAPEVIEW DAYCARE

Privacy of personal information is an essential principle of Grapeview Day Care. We are committed to collecting, using, and disclosing personal information responsibly and only to the extent necessary for our services. We also strive to be open and transparent about managing personal information.

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# PARENT ISSUES AND CONCERNS POLICY

## **Purpose**

This policy provides a transparent process for parents/guardians, the childcare licensee, and staff to use when parents/guardians raise issues or concerns.

## **Definitions**

- **Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare center it operates (i.e., the operator).
- **Staff:** Individuals employed by the licensee (e.g., program room staff).

## **Policy**

### **General**

Parents/guardians are encouraged to actively participate in our childcare center and regularly discuss their child's experiences with our program. We support positive and responsive interactions among children, parents/guardians, childcare providers, and staff, fostering engagement and ongoing communication about the program and their children. Our team aims to support parents/guardians and ensure a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by the Centre Director or a Member of the Board and is addressed accordingly. Every effort will be made to resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

### **Reporting Issues/Concerns**

- Issues or concerns may be raised verbally, by email, or in writing. Responses and outcomes will be provided verbally or in writing upon request. The level of detail provided will respect the confidentiality of all parties involved.
- An initial response to an issue or concern will be provided within 24 hours or one business day. The person who raised the issue/concern will be informed throughout the resolution process.
- Investigations will be fair, impartial, and respectful to all parties involved.

### **Confidentiality**

- Every issue and concern will be treated confidentially. Every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when disclosure is required 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 center maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will not be tolerated by any party.
- If a parent/guardian, provider, or staff member feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Centre Director or licensee.

### **Concerns about Suspected Abuse or Neglect of a Child**

- Everyone, including 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, they will be advised to contact the local Children's Aid Society (CAS) directly.
- Those aware of such concerns are responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

## Procedures

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<b>Program Room-Related</b> e.g., schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> or <ul style="list-style-type: none"> <li>- the Director or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised.</li> </ul> or <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within two business days.</li> </ul> Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received.</li> <li>- the name of the person who received the issue/concern.</li> <li>- the name of the person reporting the issue/concern.</li> <li>- the details of the issue/concern, and</li> <li>- Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b> E.g., childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the Director or licensee.</li> </ul>	
<b>Staff-, Duty parent-, Director-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>- the Director or licensee.</li> </ul>	

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
	<p>All issues or concerns about the conduct of staff etc. that put a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the notified person cannot 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 after that. 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>

<b>Student- / Volunteer- Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- The staff responsible for supervising the volunteer or student.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Director and/or licensee.</li> <li>-</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parents/guardians</p>	
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	become aware of the situation.	
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**Escalation of Parent Issues or Concerns**

- If parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the matter by:
  - Writing a letter to the daycare committee outlining their concerns and the steps already taken.
  - Requesting an in-person meeting with the daycare committee to discuss the issue further.

**Compliance Reporting**

- For issues or concerns related to compliance with the requirements set out in the Child Care and Early Years Act, 2014, and Ontario Regulation 137/15, parents/guardians may report these to the Ministry of Education's Childcare Quality Assurance and Licensing Branch.
- Issues or concerns may also be reported to other relevant regulatory bodies, such as:
  - Local Public Health Department
  - Police Department
  - College of Early Childhood Educators
  - Ontario College of Teachers
  - College of Social Workers
  - Other applicable regulatory bodies

**Contacts**

- Cindy Andersson, Centre Director RECEC, PGC  
Email: [grapeviewdaycare@cogeco.net](mailto:grapeviewdaycare@cogeco.net)
- Ministry of Education Licensing Help Line  
Phone: 1-877-510-5333  
Website: [childcare\\_ontario.ca](http://childcare_ontario.ca)
- College of Early Childhood Educators  
Phone: 1-888-961-8558  
Email: [practice@college-ece.ca](mailto:practice@college-ece.ca)

# PARENT/GUARDIAN INVOLVEMENT POLICY

Parents/Guardians are invited to participate in the centre's activities in various ways. Parents/Guardians may volunteer for trips, help with special events, and share family cultures and traditions. We invite families to visit the centre anytime, provided the visit does not disrupt their child or the program. Parents/Guardians can request a meeting to discuss their child's progress and development. The centre will follow the policies and procedures outlined in the Parent Issues and Concerns Policy to ensure transparency and compliance.

## Parent/Guardian's Responsibilities

All parents must provide a complete change of clothing in their child's cubby. Please remember that the extra change of clothing must be appropriate for the weather conditions at any given time. Please remember to label all your child's belongings. The staff will not be responsible for toys coming from home or for any jewelry lost by your child. It is best to keep jewelry safe at home. Please ensure that you provide us with up-to-date information – work and home phone numbers and addresses and up-to-date information (phone numbers and address) of emergency pick-up persons.

In case of an emergency that may happen to the parents, it is essential to provide the centre with an emergency person who may pick up and care for the child when the parents cannot. Please provide a current immunization record and update educators on vital information to help them assist your child in their care. Please also inform your child's teacher of any health or other issues at drop-off time, including any marks on the child's body or any changes to behavior, emotions, or other occurrences.

## Safe Arrival and Dismissal Policy and Procedures

### 1. Purpose

Grapeview Daycare is committed to ensuring the **safe arrival and dismissal of all children** in our care. This policy provides clear guidelines and procedures for staff, students, and volunteers regarding their roles and responsibilities in maintaining a secure drop-off and pick-up process.

The policy also outlines steps to follow when a child does not arrive as expected or is not picked up on time. This policy complies with **Ontario Regulation 137/15** under the **Child Care and Early Years Act (CCEYA)** to ensure the safety and well-being of all children.

## 2. Policy

- Grapeview Daycare will only release children to their **parent/guardian** or an **individual authorized in writing** by the parent/guardian.
- All children must be **supervised at all times** and will not be dismissed unsupervised.
- A parent/guardian may request that a child **15 years or older** be dismissed without supervision. This request must be made in **writing** and include the **time of dismissal**.
- If a child does **not arrive** at daycare as expected or is **not picked up** on time, staff will follow the procedures outlined below.

## 3. Procedures

### 3.1 Accepting a Child into Care

At drop-off, program staff will:

1. Greet the parent/guardian and child.
2. Ask about the child's evening/morning and confirm if there are any changes to the pick-up routine.
3. If someone other than the parent/guardian will pick up the child:
  - Verify that the individual is **listed on the emergency contact form**.
  - If the individual is not listed, require the parent/guardian to **provide written authorization** (email, note, or an update to the contact form).
  - Document the change in the **daily communication book**.
4. **Sign the child into the attendance record.**

### 3.2 When a Child Does Not Arrive as Expected

If a child does not arrive and no prior notification has been received:

1. The **Supervisor** will start contacting the parent/guardian **by 9:30 AM**.
2. If there is no response, a **voicemail** will be left requesting confirmation of the child's absence.
3. Once the absence is confirmed, the Supervisor/staff will:
  - Document the absence in the **attendance record**.
  - Record any additional information in the **daily communication book**.

### 3.3 Releasing a Child from Care

At pick-up, staff will only release a child to a **parent/guardian or authorized individual**.

If the staff member does not recognize the individual picking up the child:

- **Confirm identity** with another staff member, if possible.
- If no confirmation is available, ask the individual for **photo identification** and verify their name against the child's file or written authorization.

### 3.4 When a Child is Not Picked Up as Expected (Before Closing Time)

1. If the child has not been picked up **within the expected timeframe**, staff will:
  - Call the **parent/guardian** to remind them and confirm their arrival time.
  - If no answer, **leave a voicemail** and attempt to contact the **authorized individual** listed.
2. If the parent/guardian or authorized individual **does not respond**, staff will:
  - Contact the **next emergency contact** on the child's file.

### 3.5 When a Child is Not Picked Up by Closing Time (5:00 PM)

1. If a child remains at the centre past **5:00 PM**, staff will:
  - Provide the child with a **snack and activity** while waiting.
  - One staff member will **stay with the child**, while another contacts the parent/guardian.
2. If unable to reach the parent/guardian, staff will:
  - Call the **authorized individuals** listed on the emergency contact form.
3. If **no one has arrived by 5:15 PM** and no authorized individuals can be reached, staff will:
  - Contact the **Children's Aid Society (CAS) at 905-937-7731**.
  - Follow **CAS directions** for next steps.

## 4. Glossary

### Authorized Individual

A person whom the **parent/guardian** has given **written permission** to pick up their child from daycare.

### Licensee

The individual or corporation named on the daycare's **Ministry of Education license** responsible for the management and operation of Grapeview Daycare.

### Parent/Guardian

A person who has **lawful custody** of the child or has demonstrated a **settled intention** to treat the child as part of their family.

## 5. Compliance & Legal Disclaimer

This policy complies with **Ontario Regulation 137/15** and the **Child Care and Early Years Act (CCEYA)**. It is the responsibility of the licensee to:

- Ensure staff **understand and implement** these procedures.
- Modify the policy as needed to reflect **individual centre needs**.

This document is for **guidance purposes only** and does not constitute legal advice. The Ministry of Education reserves the right to enforce compliance based on inspections or investigations. If further clarification is needed, legal counsel should be consulted.

### **Contact and Support**

Thank you for taking the time to review our centre policies. Should you have any questions or require further clarification, please don't hesitate to contact the Centre Director. We appreciate your ongoing support and cooperation.

God Bless You!