

Brockton Child Care Centre Program Statement

The Brockton Child Care Centre understands that children are competent, capable, curious and rich in potential. Our program is designed to ultimately support children's overall learning, development, health and well-being.

The Brockton Child Care Centre staff has a strong understanding of child development and design their programs so they are co-learners with the children, families, co-workers and community. The program provides a positive environment that invites the children to imagine, investigate, think, create, and problem solve using their daily experiences.

The Brockton Child Care Centre develops their programs using the following documents from the Ministry of Education

- ELECT (Early Learning for Every Child Today)
- How does Learning Happen? Ontario Pedagogy for the Early Years
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research About Young Children
- Four Foundations of Learning

6 Principals of ELECT

- Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health and well-being
- Partnerships with families and communities are essential
- Respect for diversity, equity and inclusion is vital
- An intentional, planned program supports learning
- Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance
- Knowledgeable, responsive and reflective educators are essential

Four Foundations of Learning

- **Belonging**---Every child has a sense of belonging when he or she is connected to others and contributes to their world
- **Well-Being**---Every child is developing a sense of self, health and well-being
- **Engagement**---Every child is an active and engaged learner who explores the world with body, mind and senses
- **Expression**---Every child is a capable communicator who expresses himself or herself in many ways.

Goals/Approaches

Our goals for the children follow the Four Foundations for Learning. The children's interests are a valuable tool to stimulate their learning. Through the activities we offer daily we aim to cultivate the children's interests and enhance their learning. Each of these activities will include the children's interest to draw them to the activity. The activities may be set up as a group activity or an activity the child can do alone. Activities we offer are...

- Drama, music, art
- Physical literacy
- Language and literacy
- Nature, science and technology

- Construction and design
- Active outdoor play
- Rest time or quiet time

In using the activities above our programs are designed to:

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate
- Foster the children's exploration, play and inquiry
- Provide child-initiated and adult-supported experiences
- Offer opportunities to create positive relationships with others in the program

In order to incorporate all these activities schedules will be prepared but flexibility will be key. A minimum of two hours of outdoor time is provided for all the children to engage in gross motor activities but also time for exploring the outside environment. The time allotted for sleep/rest is two hours as well but depending on the child they may not require that length of time for a rest. The teachers will communicate with the parents, who know their children best, about rest/sleep and active play requirements for the day.

Health, Safety, Nutrition and Well-Being of Children

The early years set the foundation for children's health and well-being. Through the connections the children make with the program staff we are able to establish and nurture health, safety and well-being. Some specific ways to promote these areas are...

Health and Safety---as a licenced Centre we meet all the health and safety requirements of the Ministry of Education and local government bylaws (i.e. fire department, health unit, building codes). The Brockton Child Care Centre's Emergency Plan is located in the front entrance of the Centre. Each classroom and the kitchen have a list of all the children's allergies. The Parent Handbook informs the parents of the Centre's policy regarding sick children and the Centre's Emergency Plan.

Nutrition---The Centre develops its menus following Canada's Food Guide. The meals are designed to be nutritious and appealing for the children. All menus are posted outside each classroom on the parent information boards and the website. We accommodate dietary food requirements for the children in our program.

Relationships Among children, Parents, Staff and Community Partners

The Brockton Child Care Centre believes that it is essential to our program to foster good relationships with the children and their families. We promote a sense of belonging for the children and their families by creating positive interactions and working together with the families to help the children meet their potential.

Children are given the opportunity to develop social skills, learn to problem solve and learn about diversity and inclusion. Children are encouraged to resolve conflicts by sharing ideas and solutions. The Brockton Child Care Centre willingly works with its Community Partners to provide the best possible program for the families.

Positive Self-Expression, Communication and Self-Regulation

The Brockton Child Care Centre programming involves encouraging the children to communicate their interests and the teachers build their program around these interests (play based learning). This programming allows the child to feel a sense of belonging. The positive learning environments and experiences encourage children's communication, self-expression and self-regulation.

Children communicate in many different ways and it is important that the teachers recognize their communication media. The teachers listen, respond and build on the children's communication and conversations. The teachers' observations and documentation are done when children are playing. This is when children naturally learn best.

Playing is when children...manipulate objects, act out roles, experiment with different materials, construct, solve problems and use critical thinking.

The Centre also supports children's self-regulation. Their ability to deal with stress and remain calm and ready to learn. When children are calm and alert they are best able to deal with their emotions and understand consequences of their actions. The teachers set up the environment to aid the children in learning self-regulation skills (i.e. small groups, room arrangement).

Parent Engagement and Communication

The Brockton Child Care Centre believes that the parents know their children best and information sharing is a critical part of the parent-teacher relationship. Each child learns differently and in order for our programming to be successful the parents need to be a part of our planning process. The children's learning doesn't stop at the end of the day so it's important for the teachers to share what learning experiences happened each day so the parents can take that information home. The teachers will use written documentation (on the walls outside each room) and verbal information sharing.

Community Partners

The Brockton Child Care Centre connects to the Community by using programs and resources available to the Centre (i.e. library, Seniors Homes, Professional Services—fire fighters).

The Centre also welcomes co-op students from college and local high schools. Learning experiences are provided for these students.

Supporting Staff in Continuous Professional Learning

The Brockton Child Care Centre staff are positive, knowledgeable, creative, caring professionals. The teachers must meet all the Ministry of Education requirements. The majority of our teachers have their Early Childhood Education diploma and are a member of the College of Early Childhood Educators. Therefore, they must participate in the College of Early Childhood Educators Continuous Learning Guidelines. Non-ECE teachers are encouraged to work towards their ECE diploma. All staff at the Centre must have their First Aid and CPR.

The Centre encourages professional development for all the employees at the Centre either at staff meetings or offsite training. Each teacher is given time to develop their programs by way of monthly work periods, team teacher meetings, and staff meetings. Teachers have access to electronic devices (i.e. tablets) and computers to investigate and document their programs.

The teachers are continuously learning from the children in their daily experiences.

Documenting and Reviewing the Impact of Brockton Child Care Centre Program

The Brockton Child Care Centre uses documentation to learn about the children and their interests. The teachers' record daily observations of the children in the program and this information aids the teachers in planning the daily and weekly programs. The purpose of the documentation is:

- A way to share what the children have learned with their peers, families and other staff
- A way to show the children what they have learned and that we value their experiences
- A way to show developmental growth over a period of time
- A way for teachers to co-plan with the children
- A way to enhance communication with families and include them in the programming by adding the parents own documentation

Program Information

Licence

This Centre is licenced by the Ministry of Education, which means we must meet all the regulations in the Child Care and Early Years Act. The Centre is inspected by the Fire Department and Health Department which is also a part of our licence.

Prohibited Practices

- Corporal punishment of the child
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- Locking the exits of the Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures (i.e. lockdown)
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will

Programs

The Brockton Child Care Centre provides programs for children from fifteen months up to ten years of age.

The Toddler Program (15 months to 2 ½ years)

The Toddler program is divided into Junior and Senior Toddlers. Activities in these groups include gross motor, sensory experiences, teacher lead crafts, singing, stories/books, shelf toys, dramatic play, puzzles, circle and free play. Nutritious lunches as well as morning and afternoon snack are provided.

The Preschool Program (2 ½ years to 4 years)

The Preschool program is divided into Junior and Senior Preschoolers. Activities in these groups include gross motor, sensory experiences, teacher lead crafts as well as a craft shelf/paint easel for children do use on their own, singing, stories/books, shelf toys, dramatic play, puzzles, circle and free play. Nutritious lunches as well as morning and afternoon snacks are provided.

The School Age Program (kindergarten to 10 years)

The program is held at both the St. Teresa of Calcutta School and Walkerton District Community School. A nutritious snack is offered until 7:30 a.m. for the before school program and snack is offered when children arrive to the after-school program. Full day programs are offered for PA days, March Break as well as a portion of Christmas break (The Centre is closed between Christmas and New Year's), and during the summer. The parents provide lunch for the School aged children for the full day programs but morning and afternoon snacks are provided on these days. Activities such as puzzles, books, crafts, games, science activities and toys are available. The school age programs will use gym or the playground for gross motor activities.

Resource Program

The Brockton Child Care Centre offers a Resource Program where a specially trained Resource Consultant works with children who are needing assistance in certain areas (i.e. gross motor, speech etc.) which may cause their development to be delayed. This Program is run in conjunction with Bruce County Social Services. The Resource Consultant, is an employee of Bruce County Social Services, who in turn provides support and programming to the teachers who work daily with the children. This program also includes references for parents. We have many games, tapes, books and more to aid parents with parenting. Please feel free to talk to the Resource Consultant or any Staff member about borrowing materials.

Curriculum Areas

Each classroom is designed to provide an environment rich for learning through play. Listed below are the curriculum areas and activities, which are available for your child each day. Free play is our main opportunity to provide stimulating and educational activities for your child to engage in. Children choose activities suited to their interests. During play children engage in decision making, problem solving, turn taking and organizational skills. Teachers plan activities in the following areas:

Books and Accessories

This is a comfortable, quiet area for reading. Large pillows and stuffed animals may be provided to create a relaxing atmosphere.

In this centre enjoyment and respect for books is learned. We encourage imagination by letting the child tell the story.

The books are changed on a regular basis.

Blocks and Accessories

The block area develops imagination and creativity. Children create whatever they choose. The teachers provide props such as hats, cars or clothing to aid in developing their imagination. The block area also develops children's muscles (lifting) and introduces concepts (i.e. height, balance etc.)

Creative

The creative areas may be seen throughout the whole room. Some creative areas are:

Easel – The easel may contain paint with some sort of medium (i.e. brush, toothbrush, sponges etc.), chalk, crayons, and markers.

The easel encourages creativity and develops fine motor plus eye-hand co-ordination.

Teacher Craft – This is a social learning time for children. Children are encouraged to share their ideas and to share their experiences.

The craft itself aids the children in developing fine motor, eye-hand co-ordination, and creativity plus learning colours and many more concepts.

Free Craft Shelf – This shelf is for the children to create and design whatever they desire without any outside influence.

The shelf is stocked with a wide variety of materials and replenished often. The free craft shelf is not available in the Toddler rooms.

Our philosophy concerning craft is that the final result is not as important as the process. We also believe the result isn't as important as the fact that the children have fun creating.

Gross Motor

The gross motor area is a very active part of the program. This part of the day is designed for the children to let off pent up energy and exercise large muscles. The programming is planned to specifically keep children active. (i.e. trikes, balls, running). The majority of gross motor activities are done outside.

Imaginative Play

In this area children will develop their creativity, social skills and emotional make up. The area is designed to reflect the children's interests each month. Various props are provided to stimulate the imagination (i.e. hospital—doctor's bag). The children are encouraged to use positive peer relationships. The children can be whoever they want to be in this area.

Fine Motor/Manipulative Area

This area is equipped with puzzles and educational materials to encourage the use of small muscles. This area is a quiet area with small group interactions. Many concepts are learned such as matching, sorting, opposites and much more.

Science/Discovery Area

The science area allows the children to learn about nature and our world. They can experiment with magnets, magnifying glasses, weights and other equipment. The children are encouraged to bring in nature objects to add to the room display.

Sensory Area

In this area the children are allowed to explore using all five of their senses. Possible sensory activities are water play, playdough, tapes and books, smelling centres and much, much more. This area encourages the children to look at objects with more than just their eyes.

Circle

Circle is a time for socializing, learning and fun. The circle is teacher directed for those who wish to join. The circle may include songs, stories, games, pictures and objects. Sharing of experiences is encouraged. The children develop listening skills, imagination and expand their vocabulary.

Cognitive

All the areas mentioned on the previous pages will help develop cognitive thinking. The teachers will add new items to each area to continue developing the children thinking.

Routines

Routines are very important for children. Security comes in knowing what will happen now or next. Listed below are the routines the children are asked to follow at the Brockton Child Care Centre.

Outdoor Play

All rooms schedule outdoor time in their programs. The children, according to the Child Care and Early Years Act, must go outside for two hours per day if attending full days (weather permitting). Outdoor play allows children to use large muscles and allows for vigorous activity not possible inside. The children also develop their gross motor skills through hopping, running, climbing plus other activities. During outside time the teachers may decide to go for a walk to explore our community and practice road safety rules. Above all the sunshine and fresh air is beneficial for the children.

Snack and Lunch

The Centre has a part-time cook who prepares our snacks and meals. All groups have a snack in the morning, lunch and a snack in the afternoon. Breakfast is available until 7:30 a.m. for those children who arrive early in the morning. A light snack is available around 5:30 p.m. for those children who are here until the Centre closes. A variety of nutritious foods (the Canada's Food Guide is followed) are prepared and we encourage children to have a taste of everything. Snack and lunch times encourage conversation. It is also a time to learn measures, use manners and learning likes and dislikes.

Rest/Sleep Time

All children benefit with quiet relaxation periods to balance out the active play in their day. Each child has their own cot and blankets are provided. Children may bring something soft to sleep with such as a blanket, pillow or stuffed toy. Quiet activities are available for children who are awake. These requirements are also found in the Child Care and Early Years Act.

Washroom/Diapering

Our washroom routine is as follows:

- Washing hands before and after meals
- Faces are washed. after meals (each child is given their own washcloth)

Children are encouraged to use the toilet before outside and rest times. The children who are toilet training are taken to the washroom more frequently. The children are reminded to wash their hands after using the toilet.

The teachers assist and encourage the children at washroom times when needed. Privacy is also observed for those who need it. Clothes, which are soiled, are put in a plastic bag then put in the child's locker or specified area. The diapering routine involves the teachers disinfecting the change table before and after it is used. The teachers wash their hands before and after a child is changed (this is practiced with older children as well).

The children's diapers are changed frequently. Cloth diapers, which are soiled, are put in a plastic bag and hung in the diapering area.

Administration and General Information

We want your relationship with the Brockton Child Care Centre to be clear and problem free. It is your responsibility to clarify any areas you may have questions about and to abide by the policies outlined. Communication is very important.

Intake/Admission

An Intake visit, an appointment which is made in advance, will familiarize parents with the Centre. We will discuss your needs for childcare and our Policies and Procedures to ensure a good match of parent to Centre.

Prior to admission you must provide the Centre with the following:

1. Immunization Record for your child
2. Medical clearance to participate
3. Registration form completed and signed
4. Payment structure
5. Current home and work phone numbers for yourself and one other person

Visits prior to your child's starting date are encouraged. It is beneficial for you and your child to be comfortable with the staff and program.

Hours of Operation

The Centre operates five days per week, fifty-two weeks per year (minus statutory holidays, Easter Monday and between Christmas and New Years). The front door is unlocked at 6:30 a.m. and the Centre closes at 6:00 p.m.

The Before and After School program is from arrival to departure for school and arrival from school to departure for home. The Brockton Child Care is responsible while these children are on the premises.

Canada-Wide Early Learning and Child Care

The Brockton Child Care Centre, including the school age programs, has enrolled in the Canada-Wide Early Learning and Child Care, CWELCC. As such rates for eligible children have been reduced based on the current provincial guidelines. For more information go to [Canada – Ontario Canada-wide Early Learning and Child Care Agreement - 2021 to 2026 - Canada.ca](https://www.canada.ca/en/social-development/early-learning-and-child-care/cwelcc.html)

Late Fee

The Centre closes at 6:00 p.m. A late fee of five dollars every 15 minutes after 6:00 p.m. will be charged to the account of the offender.

No Call Policy

The Centre must be notified if your child is not attending the Centre or School Age programs. If notification is not given than a \$5 fee will be charged to your account on top of the daily fee. The before school families are required to notify the Centre by 730 am. The Centre and after school families are required to notify the Centre by 930 am. The after-school families will be given some flexibility as sometimes children get sent home from school due to illness etc. Families can notify the Centre of absences by calling, texting or emailing. The Centre's answering machine is always on.

Arrival and Departure

Arrival at the Centre by 9:00 a.m. will ensure your child takes part in the curriculum offered. Upon arrival take your child to his room and make contact with his teacher(s). Take a minute at this time and at the end of the day to read about your child's day and to share information with the teachers. Please notify the Centre when your child will be away from the Centre. We ask that you notify the Centre when anyone other than yourself is to pickup your child. A phone call will ensure a smooth pick up for another individual. We will only release your child to those named on your registration form, unless we have prior notification.

Absence and Illness

Parents must notify the Centre when their child is going to be absent. If your child is ill, the best place for them is at home. We will notify you, and ask that your child be taken home, if the exhibit any of the following indicators of ill health;

- A sudden fever over 100 degrees F.
- Vomiting repeatedly
- Two bouts of diarrhea
- Unusual rash/spots
- Discharge from eyes

Fire

The Centre is inspected regularly by the Fire Department. Fire drills occur monthly and fire procedures are posted in all classrooms.

Emergencies/Accidents

In case of an accident or illness the Centre will:

1. Provide first aid and obtain medical assistance if applicable
2. Document the incident in writing (a copy is given to the parents and a copy is put in the files).
3. Notify the parents if appropriate.
4. Notify the Ministry if required.
5. Please keep all emergency information up to date for our files.

Field Trips/Offsite Activities

Included in the programs are field trips. The teachers will arrange field trips within Walkerton. The teachers will provide information with dates and times for the parents.

Depending on the weather and the condition of the playground the teachers may take the children on walks in the community for outdoor activities.

Medication

The staff at the Brockton Child Care Centre will only administer prescribed medication. The medicine must be in its original container and the parent must fill out a medication form.

Over the Counter Products

The Centre is able to administer the following over the counter products, in original packaging and labelled with the child's name.

- Sunscreen
- Moisturizing skin lotion
- Lip balm
- Insect repellent
- Hand sanitizer
- Diaper creams

A form must be completed to ensure the staff can administer these items.

Sunscreen

The Brockton Child Care Centre will provide sunscreen for children with a minimum SPF of 30. There will be a nominal seasonal fee to cover the cost. The cost will be determined annually. Parents may choose to provide sunscreen for their child. Sunscreen provided from parents must be clearly labelled with the child's name and will be left at the Centre.

Food Allergies (Anaphylactic)

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, the child's parent will be asked to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.

Parents shall label food brought to the child care Centre with the child's full name and the date the food arrived at the child care Centre, and that parents advise of all ingredients.

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

Clothing

All your children's clothing should be labeled. The Centre participates in a Mabel's Labels fundraiser (visit; campaigns.mabelslabels.com and select "BROCKTON CHILD CARE CENTRE (WALKERTON)". These labels are great for labelling the children's possessions.

A complete second set of clothing should be kept in your child's locker in case of spills etc.

Your child should wear practical clothing at the Centre (loose fitting, washable and comfortable).

Outdoor clothing for the colder months should include two pair of mitts, boots, hats, and snowsuit (no scarves). Outdoor clothing for the warm months should include jacket/sweater, hat, and rubber boots, mud pants/suit, and sunscreen.

Check your child's locker everyday for soiled clothes and replace them the next day.

Subsidy

Bruce County Social Services (519-881-0312) may be able to help if parents need financial assistance. Subsidized parents follow the same Brockton Care Centre rules as non-subsidized parents.

Students/Volunteer

The Centre plays host to many students and volunteers. We accept co-op students from both Walkerton High Schools and a number of Colleges. We also welcome those that would like to do volunteer work. The co-op students and volunteers will not be left alone with the children. The student/volunteers are not counted in our child/teacher ratios.

Attendance

We require two half days per week minimum attendance. Extra days, in addition to regular schedule, may be arranged if there is space available. The earlier you let us know of your request the easier it will be to fulfill it. Schedule changes are allowed again if space is available.

During the summer months families are able to change or reduce their days of attendance. If you decide to reduce the number of days your child attends during the summer those are the days you will be guaranteed for September (i.e. if you were attending 5 days and only want to attend 2 days during the summer you are guaranteed two days in September). Families are encouraged to put their children on the waitlist for days required in September if reducing days in the summer.

Vacation

Families will be allowed one week free during the summer months (July and August). The number of free days coincides with the number of days your child attends during the week (i.e if your child attends 5 days they receive 5 vacation days, if your child attends 2 days during the week then they receive 2 vacation days). If you decide to terminate for the summer your space is not held for September. You can place your child on the waiting list (www.brucecountychildcare.ca) for a space in September.

Parent Involvement

Parents are welcome to become involved in the Centre if they wish to do so. Some suggestions are volunteering to help with field trips, sharing a special talent, offering to repair broken toys and equipment or sitting as a parent representative on the Child Care Committee. We realize that with work and family obligations, most parents are unable to be as involved as they would like to be. Therefore, we encourage parents to join us for Open Houses, Picnics, Christmas Concerts, throughout the year. This is an excellent opportunity for parents, staff and children to meet in an informal setting.

Parents are welcome to drop in for a visit at the Centre or call anytime to check on their child's day or to set up a time to talk to an individual teacher if there is a matter of concern. Taking extra time occasionally at the end of the day to spend with your child allows them to show you a favourite toy or give you a tour of their room. This is also an excellent way of keeping involved in your child's Child Care experience.

Non-Smoking/No Vaping

The Brockton Child Care Centre is a non-smoking/no vaping facility. There is no smoking or vaping allowed in the Centre or outside of the Centre.

Serious Occurrence Reporting

If an incident at the Centre is deemed a Serious Occurrence. A Serious Occurrence Notification Form will be posted for parents.

Termination Policy

The Centre has two Termination Policies; one for the children in the Centre and one for the children in the School Age programs. It is our belief that children have the right to be completely free from any form of violence or harassment, physical or mental, in a secure and safe environment. The Termination Policy recognizes that a Child Care setting or a School Age program is not always appropriate for all children. It is meant to protect the children and staff of the Brockton Child Care Centre and School Age programs from physical and/or mental stress brought on by the social and behavioural difficulties experienced by some children. A decision to terminate a child's Child Care/School Age space will not be made unless all avenues have been exhausted.

A child's space may also be terminated if payment is not received for fees charged or if families are not following the Policies of the Centre/School Age programs.

Waiting List

The Centre uses the OneList Bruce County online tool for families wanting to apply to the Centre's waiting list. The Supervisor reviews the waiting list when a space is becoming available at the Centre. The following criteria is followed before a child is admitted:

- Date of application on the waiting list (the families will be contacted for spaces in the order they have applied on the onelist starting with the families that have been on the list the longest).
- Age appropriate for the space available
- Days required (if the space available is three days but the next family on the list needs five days that family will be offered the three days. If the family declines the space then the Supervisor will go to the next family on the waiting list. The family requiring five days will remain on the top of the list).
- Is the child walking (15-month-old children must be walking to attend the Centre)?
- The Centre is only allowed three children 15 months of age per day. If this requirement is filled and a space is available the child who is 18 months will be contacted for this space even if the 15-month-old child is before him/her on the waiting list.

The Supervisor and/or Assistant Supervisor will contact families when they apply to the waiting list to inform them of the wait list time before a space is available.

Parents can contact the Centre anytime to find out where they are on the waiting list.

Emergency Policy

The Centre has an emergency policy that the employees of the Centre must review annually. This policy deals with many types of emergencies and informs the employees of their roles and responsibilities in each emergency. The employees and children practice fire (monthly) and lockdown (twice a year) drills. The

Emergency Policy describes how parents/guardians will be contacted in case of an emergency. Families will be notified of emergencies via the Municipality of Brockton website, radio stations, email and telephone.

Parent Issues and concerns Policy and Procedures

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

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor and the teachers 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 one 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.

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).

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within five business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff, Duty parent, Supervisor, and/or Licensee Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within five business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student /Volunteer- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Sonya Watson CAO for the Municipality of Brockton.

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

Sharon Bross, Supervisor 519-881-3123 or sbross@brockton.ca

Sonya Watson, CAO Municipality of Brockton 519-881-2223 Ext. 126 or swatson@brockton.ca

Payment of Fees

1. Fee payment is based on your child's schedule. When your child enrolled their space is reserved for them individually.
2. The administrative staff asks that payment of fees be given either weekly, bi-weekly or monthly. Receipts will be available for income tax purposes. Interest will be charged on accounts that are not paid by the end of the month.
3. **Two weeks written notice is required when you decide to withdraw your child.** If this is not given you will be charged for these days.
4. Fees charged at the Brockton Child Care Centre are as follows: (With fee reduction as per the Canada-Wide Early Learning and Child Care, CWELCC)

Registration Fee \$10.00 (for all groups)	Full Day	Before School	After School	Before and After School
Toddler Program	\$21.74 (\$47.00)	N/A	N/A	N/A
Pre-School and Senior Program	\$20.79 (\$45.00)	N/A	N/A	N/A
School Age (73 months and up)	\$28.00	\$9.00	\$9.00	\$18.00
Kindergarten/School Age Under 6 years (72 months) of age as per CWELCC, School Program	\$14.65 (\$32.00)	\$10.00	\$10.00	\$12.00 (\$20.00)
School Age Under 6 years (72 months) of age as per CWELCC, School Program	\$12.76 (\$28.00)	\$9.00	\$9.00	\$12.00 (\$18.00)

NOTE: Toddler rate is charged when a child is 18 months-2 ½ yrs. and **not** trained*

Preschool rate is charged when a child is 2 ½ yrs. – 4 yrs and is trained

Kindergarten rate is charged when a child is 4 yrs – 6 yrs and is trained

School Age rate is charged when a child is in grade 1 and up

*The Toddler rate is charged until a child is toilet trained.

Additional Fees:

Type of Fee	Cost
Sunscreen Fee	\$10.00 for 4-5 day attendance \$8.00 for 2-3 day attendance
Late Fee	\$5.00 for every 15 minutes after Centre is closed
No Call Policy	\$5.00