



Family Handbook
Early Learning Program



Program Statement

The philosophy of the Ottawa Catholic Child Care Corporation is to provide relaxed, recreational and educational programs in child-centered environments where children can safely learn through play. Our Educators see children as competent, capable of complex thinking, curious and rich in potential. The centres support this view through the development of relationships, emergent program planning and reflective practice.

Our program goals include but are not limited to;

- promoting the health, safety, nutrition and well-being of the children
- supporting positive and responsive interactions among the children, parents and staff
- encouraging the children to interact and communicate in a positive way and support their ability to self regulate
- fostering the children's exploration, play and inquiry
- providing child-initiated and adult-supported experiences
- planning for and creating positive learning environments and experiences in which each child's learning and development will be supported
- incorporating indoor and outdoor play, as well as active play, rest and quiet time
- fostering the engagement of and ongoing communication with parents
- involving local community partners
- supporting staff
- documenting and reviewing the impact of our program on the children and their families

Our philosophy and program goals are guided and supported by the Ministry of Education's framework for Ontario early childhood settings entitled *How Does Learning Happen? (HDLH)*

The programs provide safety, both physically and emotionally, for all children. Routines are established that reflect the orderly expectations of the program; such as turn taking, respectful listening, and following directions. The *Safe Place* is a learning centre available in each program to assist children in developing emotional control and self-regulation. It is a specific cozy corner or quiet area in the program where children can choose to go to settle their emotions when they feel any sort of upset.

Our programs promote health and nutrition by providing a light nutritious snack in the morning and afternoon. Emphasis is placed on healthy choices, appropriate serving sizes, trying new foods, incorporating the children's menus suggestions, and treating snack and meal times as unique social experiences.

Educators plan and organize the environment and activities based on the developmental needs of the children. Observations of and conversations with the children assist Educators in planning appropriately for each child, and each group of children. Spontaneous facilitation of new activities and expansion of current activities is provided in order to take advantage of children's natural curiosity and help maintain engagement. Using *HDLH* as a guide, Educators plan and promote activities based on broad categories of development for each child. The goal of engaging families is met through clear and consistent verbal and visual communication / documentation. Thoughtful curriculum planning for indoor as well as outdoor play, active as well as rest/quiet time capitalizes on the interests of the children and helps to encourage engagement.

Wherever possible parents are given the opportunity to offer input into ideas for activities, equipment and field trips. Families are kept abreast of their child's day through the posting of Program Plans outlining the daily activities, conversations with Educators, and written adjustment reports shortly after beginning in the program. Documentation in the form of pictures and work samples is posted for families, and linkages with what the children are engaging in are made with reference to the *HDLH* and *ELECT* documents. These examples help to inform parents about the skills their children are acquiring as well as a means for Educators to review and assess the program.

Our Educators form relationships with each child, which aids in providing individual support and guidance. Encouraging language is used in order to acknowledge how a child has contributed to the group or made a positive choice. Environments are created that aid in healthy connections and relationships among and with children, in order to facilitate meaningful problem solving. Each child has a job in the program, allowing them to see themselves as helpful to others, and to create a value of service. The idea of connectedness to one another and to the group as a whole is explored daily through activities and conversations that highlight our similarities, our differences and our goals.

Further to the belief that children are equipped with the capacity to obtain the knowledge and skills required to guide their own development and flourish, our programs have adopted the Conscious Discipline® approach. This approach incorporates social-emotional learning and self-regulation. By utilizing everyday events and addressing the Educator's emotional intelligence as well as the child's, Conscious Discipline® empowers adults working with children to consciously respond to daily conflict, transforming it into an opportunity to teach critical life skills to children.

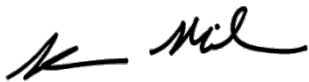
Finally, in keeping with our philosophy and goals, children participate in the *Community Helper* initiative which is incorporated into the program at each centre. This initiative is intended to promote a sense of responsibility and affiliation to the greater community, and an awareness of the various needs of communities. Children participate in service projects initiated by them as a means of learning about their community and their role in it. Examples of *Community Helper* activities include; regular visits to retirement homes, fundraising for charities and the creation of items by the children to support and / or thank others. Additional examples may be found on the Corporation website.

Details regarding the goals and / or operational components of the programs are outlined in this handbook. Together with the Program Statement, these documents serve as a means to inform you about the programs' overall philosophy and communicate policies and procedures.

Please keep this handbook for future reference. Any changes or additions will be provided as appropriate.

A warm welcome is extended to you and your family.

Sincerely,

A handwritten signature in black ink, appearing to read 'Karin Milner', with a stylized flourish at the end.

Karin Milner

Manager, Early Learning Services

January, 2017

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Organization

The child care programs are operated by the Ottawa Catholic Child Care Corporation which has a seven member board made up of parents, community members and Ottawa Catholic School Board representatives. The Corporation is a non-profit organization facilitated by the Early Learning Services Department at the Ottawa Catholic School Board.

The Ottawa Catholic School Board Manager of Early Learning Services is available to all parents who have questions relating to the child care centre. The Manager acts as the Child Care Corporation designate. Any person wishing to relay questions or concerns to the Corporation should contact the Manager, Karin Milner at 224-4455 ext: 2382. Any written correspondence may be forwarded to:

**Manager, Early Learning Services
570 West Hunt Club Road
Nepean, Ontario K2G 3R4**

Please note that this handbook makes reference to Toddler, Preschool, Kindergarten and School Age Child Care, however Toddler and Preschool Care is not available at all centres. Some information is relevant only to Toddler and Preschool and/or Kindergarten Care. Please disregard sections that do not pertain to the program for which you are registered.

Conscious Discipline

The Conscious Discipline approach integrates group management with social-emotional learning, utilizing everyday events such as the curriculum and addressing the educator's emotional intelligence as well as the child's. Conscious Discipline empowers adults working with your child (ren) to consciously respond to daily conflict, transforming it into an opportunity to teach critical life skills to children.

The Conscious Discipline focus begins with providing safety, both physically and emotionally, for all children; then creates an environment that aids in healthy connections among and with children, in order to facilitate meaningful problem solving.

SAFETY: Early Childhood Educators begin by establishing guidelines for child care safety. Routines are established that reflect the orderly expectations of the program, such as turn taking, respectful listening, and following directions.

The Safe Place is a learning centre available in each program to assist children in developing emotional control and self-regulation. It is a specific cozy corner or quiet area in the program where children can choose to go to settle their emotions when they feel any sort of upset.

CONNECTIONS: Early Childhood Educators form relationships with each child which aids in providing individual support and guidance. Encouraging language is used in order to acknowledge how a child has contributed to the group or made a positive choice. Each child has a job in the program, allowing them to see themselves as helpful to others, and to create a value of service.

PROBLEM SOLVING: Early Childhood Educators respond to conflict with positive intent. Conflict is a natural part of relationships, therefore educators provide children with the tools to walk through a conflict in a way that allows them to learn a new skill, or to deepen their understanding of others. With guidance, children are given the opportunity to try a more helpful approach to problems, and the ability to choose a better plan for resolving the problem.

The Corporation has adopted a Statement of Beliefs to support children in the development of essential life values and basic social skills. The Statement of Beliefs is posted in all programs.

Statement of Beliefs*

- **We believe that relationships are the motivation for learning.**
We are all in this together.
- **We believe that healthy boundaries are essential for all relationships.**
What you focus on you get more of.
- **We believe that empathy is the heart of emotional intelligence.**
This moment is as it is.
- **We believe that positive intent improves self image and builds trust.**
See the best in others.
- **We believe that consequences help children learn cause and effect relationships.**
Mistakes are opportunities to learn.
- **We believe that anger management is integral for social competence.**
No one can make you angry.
- **We believe that building self-esteem and will power reduces impulsivity**
The only person you can make change is yourself.

*References adopted from Conscious Discipline™

Objectives

Early Childhood Educators plan and organize the environment based on the developmental needs of the children; thoughtful curriculum planning capitalizes on the interests of the children. The Educators utilize a framework for Ontario early childhood settings called *Early Learning for Every Child Today (ELECT)*. This framework is used as a guide by the Educators to support curriculum planning and promote a focus on the following broad categories of development for each child in the program: physical, social, emotional, communication/language and cognitive. Educators recognize that all children develop at their own pace and at different rates. Program Plans outlining the daily activities are posted near the sign in/out book for review. The program is evaluated on a regular basis.

Early Childhood Educators value and incorporate the following six principles from the *ELECT* framework (<http://www.edu.gov.on.ca/childcare/oelf/continuum/continuum.pdf>) in all child care programs:

1. Early child development sets the foundation for lifelong learning, behaviour and health.
2. Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.
3. Respect for diversity, equity and inclusion are prerequisites for honoring children's rights, optimal development and learning.
4. A planned curriculum supports early learning.
5. Play is a means to early learning that capitalizes on children's natural curiosity and exuberance.
6. Knowledgeable, responsive early childhood professionals are essential.

Licensing

The child care centre is licensed by the Child Care Quality Assurance and Licensing, Early Learning Division of the Ministry of Education and must meet and maintain specific provincial standards set out in The Child Care and Early Years Act. The program is also required to meet all Health and Fire Regulations determined by the City of Ottawa and the Ontario Fire Marshall. The License and the Summary of Child Care Licensing Inspection are displayed at the centre.

Staff Qualifications

All Early Childhood Educators working within the programs are registered with the College of Early Childhood Educators (RECE). All staff is certified in Standard First Aid and Infant/Child CPR. Ongoing professional development is provided to continue enhancing the skills of the staff.

Supervision of Older Children

In keeping with the objectives and expectations of the Child Care and Early Years Act, supervision of the older school age children (8 years and up) will be carried out in a manner that ensures safety but supports the principles of increased responsibility. Staff may provide opportunities for these children where direct supervision is more limited. The following guidelines will be used in planning such activities:

- The area where the children are must be in close proximity to the main room (i.e. hallway, foyer, etc.) allowing staff to easily check on the children periodically.
- Activities must be pre-planned keeping in mind the limited supervision
- A maximum number of children will be established
- Children selected for non-direct supervised activities must demonstrate the maturity level necessary for all such activities
- These opportunities will be an earned privilege and may be revoked at the staff's discretion

Admission Criteria/Policy

- Children between the ages of 18 months up to 2.5 years are eligible for the toddler program.
- Children between the ages of 2.5 and 3.8 years are eligible for preschool. It is understood that most parents will choose to send their children to Junior Kindergarten, if requested, children may remain in the program until the beginning of their Senior Kindergarten year. Parents must request this before the end of January in the year the child is eligible for Junior Kindergarten.
- Children between the ages of 3.8 and 12 years as of December 31st are eligible for the Kindergarten and School Age program.
- Upon registration parents are required to sign an enrollment agreement, this indicates the discharge date and the agreement to adhere to Corporation policies.
- Records of immunization must be up to date as required by the local Medical Officer of Health before entering the Toddler and/or Preschool program. Parents of children who will be attending Junior Kindergarten in the fall and are attending the child care centre the summer before must provide records of immunization prior to admission to the program.
- Transportation to and from the child care centre is the responsibility of the parents. Where busing is required, the parents are responsible for coordinating arrangements between the school and the child care centre. This includes children attending schools

separate from the child care centre. The supervisor must be informed of and approve all arrangements to ensure they are compatible with centre procedures prior to enrollment.

- All emergency information must be completed prior to the child starting the program.
- Before a child may begin in a program at one of our centres a Pre-Authorized Debit (PAD) Agreement needs to be filled out, signed and returned to the centre with a void cheque attached. **Please note:** only savings and chequing bank accounts are acceptable for electronic transfers. Please do not use investment, line of credit or high interest bank accounts.
- A six-week probationary period will be implemented to assess the child's adjustment to the child care centre. Parents will be provided with a written Adjustment Report prepared by the child's Educator. The Supervisor and the Educator may discuss the child's adjustment with parents at the end of this six-week period.

Waiting List Policy

Parents seeking care are required to register with the City of Ottawa, Child Care Registry and Waitlist (CCRAW). The service allows parents to simply complete one profile for multiple child care centers. No waiting list is kept at individual programs. Only parents who are registered on CCRAW will be offered spaces.

1. Parents that have Toddler, Preschool or Kindergarten children currently registered in the program are required to update their profile and add their child's name on CCRAW for the centre's Kindergarten and/or School Age programs if they wish care beyond toddler, preschool and/or kindergarten.
2. Toddler, Preschool and Kindergarten children will be moved into available Kindergarten and/or School Age spaces according to their start date. If more than one child was enrolled on the same day the date of initial request for care and/or readiness for the program (as determined by the Supervisor) will be used to determine priority.
3. Notwithstanding position on the waitlist, preference may be given to siblings of children already enrolled in this program.
4. Children attending Kindergarten in the school where the child care program is located will be given priority for spaces within the child care program.
5. Spaces when available are to be offered to parents in sequence on the waitlist. Should the space then be refused, the name may remain on the waitlist but is relegated to the last position on the list at the time of refusal.
6. When offering spaces staff shall contact parents by telephone and/or email, noting time and date. If the parents cannot be reached within three working days the child's name shall be moved to the last position on the list, and the space offered to the next name on the Waitlist.

Withdrawal/Discharge Policy

1. Preschool children will be discharged at the end of the summer program if no space is available in the Kindergarten program. Five year old Kindergarten children will be discharged at the end of the summer program if no space is available in the school age program. In both cases the children will be given priority for a space on CCRAW, subject to the waiting list policy.

In the event that more than one child is discharged at the same time, all children will be given priority and assigned spaces based upon the criteria set out in the waiting list policy.

2. Any child who turns 12 between January 1st and June 30th will be discharged from the program on the last day of the school year. Parents may ask for permission for the child to remain in the program over the summer. Requests will only be considered if made in writing. Availability of space, program needs and individual needs will be considered in determining if an extension will be granted. Children whose 12th birthday falls between July 1st and December 31st will be discharged as of the end of the summer program.
3. Two weeks written notice from the parents is required at the time any child is withdrawn from the program. If notice is not received, full program fees will be charged.
4. Parents may choose to withdraw their child from the program at any time but they are required to register their child on the Child Care Registry and Waitlist for readmission (effective the date of withdrawal). Regretfully, no guarantee can be given that a space will be available when requested.
5. It is recognized that the child care program may not meet the needs of all children. If an individual child's behaviour becomes detrimental to his/her child care experience, poses a safety risk to him/herself or other children, deemed excessively disruptive to the program, the Supervisor will take the following actions:
 - Advise parents of concerns.
 - Notify the Ottawa Catholic Child Care Corporation's Early Learning Manager.
 - Develop a plan for improvement including a timeline, or if necessary provide two weeks notice of discharge, or immediate discharge (upon approval from the Manager).

If the family were required to make alternate arrangements for this reason, the child could be eligible for readmission when the circumstances involving the discharge were resolved and a space became available.

It is important to note that any incident that is reportable under the criteria of the OCSB Safe Schools Act will be reported by the Supervisor to the school Principal. More information on the Safe Schools Act can be found on the OCSB website.

6. Two weeks' notice of discharge (or immediate discharge upon approval from the Board of Directors) may be given to parents who fail to comply with the policies as outlined in the Family Handbook including policies related to fee payment.

Days/Hours of Operation

The Toddler and/or Preschool program is open for children between the hours of 7:00 a.m. and 5:45 p.m.

The Kindergarten/School Age program is open for children between 7:00 a.m. to the start of yard supervision and from school dismissal to 5:45 p.m. During March break, summer holidays, Christmas holidays and PD days that fall within the Catholic School Board calendar the centre is open for all children between 7:00 a.m. - 5:45 p.m. daily. For non-school days that fall outside the Catholic School Board calendar children are welcome to attend the program during the centre's regular school day operating hours only.

The program observes the following holidays:

- New Years Day
- Family Day- third Monday of February
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday – first Monday in August
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- Floating holiday in lieu of Remembrance Day - taken during Christmas School Break. (Date determined prior to November 30th each year).
- Any other day proclaimed by the governor in council as a National or Provincial Holiday

Part Time Care

Space sharing is an option for parents who are interested in part-time care.

1. Part-time children may be permitted to attend without sharing a space, at times when the centre is not full.
2. If space becomes limited, a part-time child will be bumped in favour of a full-time child who seeks admission to the program. Part-time parents will be given the first option to purchase the space full-time.
3. A minimum attendance of two days per week (must be the same days each week) is required of any child enrolled on a part-time basis.

Fees

All parents are responsible for ensuring that payment of all fees is provided as requested. Initially, any issues/concerns with regard to fee payment should be addressed immediately to:

Brittany Bannan, Accounting Clerk
613-224-4455 ext. 2220
Email: brittany.bannan@ocsb.ca

Fees must be paid through a direct-withdrawal system. At the time of registration, parents will be provided with a payment schedule and an authorization form for direct-withdrawal. The authorization form must be completed and returned to the Supervisor of the centre with a void blank cheque attached indicating the account from which the funds are to be withdrawn.

As a non-profit organization, the centre relies heavily on the prompt payment of fees. If the banking authorization is not accurately completed and returned in time to allow for the scheduled deposit of fees, your child's entry into the program may be delayed. Subsequently, if the direct-withdrawal connection fails and the problem cannot be resolved in a reasonable amount of time, this may result in discharge from the program. To maintain a space the fees must be paid whether the space is occupied or not i.e. illness or vacation.

Following registration, if a parent is unable to accept the space allocated and provides written notice (a minimum of two weeks prior to the assigned start date) a one-time administration fee of \$35.00 will be charged and withdrawn from the designated account. If written notice is not provided two weeks before the start date regardless of the circumstances, a one-time charge of 10 days of care will be charged and withdrawn from the account. In both cases, the withdrawal will signify the cessation of the banking arrangement with the centre.

Fees are withdrawn once a month on the 15th of the month of service (or next business date if the 15th is a weekend date). Under normal circumstances, the fee charged will equal the anticipated number of days of care in that month times the daily rate.

Receipts will be issued by February 28th for the previous year. When a family withdraws earlier in the year a receipt will be issued at that time. Receipts must be kept for income tax purposes. Duplicate receipts will be issued only when requested in writing by the parent. A fee of \$10.00 will be charged for this service. Please note that receipts will only be issued to the person whose name appears on the account used for withdrawal.

Child Care Subsidy

The City of Ottawa may have some child care subsidies available for families. All families that require subsidy must apply online to the Child Care Registry and Waitlist system at Ottawa.ca/daycare.

Returned Deposit

In the case that a withdrawal is unsuccessful due to insufficient funds or any other reason, a staff representative will contact the parent to resolve the issue immediately. A \$20.00 fee will be charged to offset administration costs.

Reoccurring incidents of unsuccessful withdrawals due to insufficient funds may result in discharge from the program.

School Suspension and Fees

A child suspended from school for any reason will not be permitted to attend the child care program during the suspension period. Regular program fees will be charged in this instance.

Homework Time

A homework period for grades 1 to 6 is included as part of the daily after school routine. It is hoped that allocating a short period of time where homework is the only activity, will assist students by getting them started. A fifteen-minute period is incorporated into the daily plan at which time only homework or reading is permitted. Children should come prepared with a book in the event they do not have any homework or that you prefer they complete it at home. Some quiet activities will be made available for the younger children who may not be reading yet. Additionally, staff will have on hand some crossword or word search puzzles for those without a book or homework. Please note staff will provide general assistance by getting the children started but will not correct or ensure that homework is completed. It is expected that completion of homework will remain the responsibility of the parents and children and should be reviewed at home.

Use of Technology

The Ottawa Catholic Child Care Corporation (OCCCC) supports the Ottawa Catholic School Board's (OCSB) belief that technology can be a powerful tool to enhance learning, enabling students to access information and collaborate with others across the school, community and the internet. We also recognize that students are encouraged to bring their own personal electronic devices to school in order to support their learning.

The philosophy of the OCCCC is to offer relaxed, recreational and educational programs in a child-centered environment where children can learn safely through play. Our programs provide well-rounded programs with a variety of toys and equipment available to the children at all times. The use of technology within the program is not at the forefront.

In order for the Corporation to support the School Board's use of technology within our programs, we have created the following guidelines that outline the acceptable use of personal electronic devices:

- The use of electronic devices is solely for the completion of homework assignments during the designated "Homework Club/Time" in the program.
- Electronic devices are only to be used with the permission of an Educator in the program.
- All children attending OCCCC programs will abide by the acceptable requirements outlined in the Ottawa Catholic School Board's Acceptable Use of Technology Agreement. This agreement is provided to your family by the school. It is to be reviewed and signed by both student and parent at the beginning of each school year. If your child does not attend an OCSB school, a copy of the agreement will be provided for you to review and sign.
- The children are responsible for the security and care of their electronic devices, and will store their device in their school bag when not in use.
- It is understood that the Child Care centre is not responsible for any loss, theft, or damage of personal electronic devices. Please note that school bags may be left in areas that are unsupervised.

It is understood that any child not upholding the Corporation's guidelines of acceptable use of personal electronic devices may result in their technology privileges being withdrawn.

Code of Behaviour

The Ottawa Catholic Child Care Corporation has the following expectations in order to ensure that the centre provides a physically and emotionally safe environment for children, families and staff:

- Children and families will respect the personal rights of each other. Any forms of physically or verbally aggressive interactions are unacceptable. No interactions of this nature i.e. child to child, child to adult, adult to child or adult-to-adult will be tolerated.
- Children and families will respect the property of other people and the centre. Any damage done to the centre itself or its contents, including the property of other children and teachers, is unacceptable and appropriate consequences will be implemented.
- Established consequences as outlined in the Withdrawal/Discharge Policy Section will follow any aggressive, abusive and/or violent acts.

Behaviour Guidance

Establishment of a warm, caring and secure learning environment is one of the key factors in the implementation of successful behaviour guidance strategies. All children attending the program will respect the staff and feel that their needs and desires are respected as well. This mutual respect is created through a positive and consistent approach to child guidance that is guided by the Conscious Discipline philosophy (www.consciousdiscipline.com).

Structures (learning centres) and routines are set up in each program to help the children to learn these critical life values and social skills. Areas such as the Safe Place, Friends and Family Board, Celebration Centre and routines such as Job Lists, Ways to be Helpful, and Class Meetings are examples of the structures and routines that are in place. All Structures are represented in the centre in a manner which best meets the needs of the children and space.

There are many strategies that staff employ to support children in the development of social and emotional skills. The following is a list of some of the behaviour guidance strategies implemented in a team effort by all staff:

1. A positive atmosphere is created. The use of negative phrases is kept to a minimum. The child is provided with an alternative to the inappropriate behaviour.
2. Behaviour guidance measures are appropriate to the developmental level of the child.
3. Intervention occurs as soon as possible following the inappropriate behaviour.
4. Behaviour guidance assists the child in learning appropriate behaviours. The consequences are natural and logical so that the reason for the behaviour guidance is clear to the child.
5. Children are given a choice wherever possible. Input and suggestions for programming are solicited and implemented when feasible.

Prohibited Practices

The following list of prohibited practices are not committed in the program: corporal punishment; physical restraint, such as confining a 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 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 of exits for the purpose of confining a child, or confining a child in an area or room without adult supervision, unless the confinement occurs during 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 a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflicting any bodily harm on children including making children eat or drink against their will.

Safe Schools / Duty to Report

Ontario's Code of Conduct sets out clear standards for behaviour for everyone involved in the publicly funded school system. This includes students, parents/guardians, teachers, other staff members, volunteers and community partners. The code applies on school property, on school buses, at school-authorized events or activities or in other circumstances that could have an impact on the school climate.

Current Safe Schools legislation requires staff who work directly with students to respond to incidents for which suspension or expulsion must be considered and for all staff to report to the principal on such incidents.

Accessibility Policy

The Ottawa Catholic Child Care Corporation is committed to providing services in a manner which respects the dignity and independence of all persons, including persons with disabilities.

Children are our primary clients, and for those enrolled in our programs, we promote and offer an inclusive and accessible early learning and care environment. Children with a variety of special needs are fully integrated into our child care programs, and to that end, our staff work in cooperation with various resources that specialize in this area. If required, program assistants may be hired to provide enhanced staffing support to enable full inclusion in the program.

In addition to ensuring inclusive and accessible early learning environments for the children in our care, we are committed to ensuring our interactions with all persons with disabilities with whom we interact at our child care locations are characterized by sensitivity and respect for their dignity and independence. Visitors to our child care locations regularly include but are not limited to parents, guardians, siblings and other family members of the client-children in our child care programs; prospective clients of any of our services and members of the general public inquiring about our services.

Procedures Related to Separated Families

The centre staff endeavors to provide a secure environment for all children and will not be party to disputes between parents. An information sheet outlining specific procedures as well as a Custody Arrangement Form must be completed by families with specific custody arrangements (shared or sole). Parents whose family status changes and/or has changes to custody arrangements should request this information sheet and Custody Arrangement Form from the Supervisor.

Supervision of Volunteers and Students

In compliance with the Child Care and Early Years Act, the Ottawa Catholic Child Care Corporation has adopted a policy for the supervision of volunteers and students. The intent of the policy is to support the safety and well-being of the children in care and to provide direction to all staff regarding the supervision of volunteer and placement students. The policy states that volunteers and students will not have unsupervised access to the children in the child care centre at any time. Volunteers and students over 18 years of age are required to provide a valid criminal reference check for the vulnerable sector dated within six months of their first day of work. In addition, Early Childhood Education students must provide a valid criminal reference check before commencing their field placement at the centre.

Late Pick Up Policy

The following action will occur with regard to late pick up i.e. pick up after 5:45 p.m.

1. The first occurrence within the year (September 1st to August 31st) will result in a verbal warning and will be documented by the Supervisor.
2. The second occurrence in the year will result in a written warning and will be documented by the Supervisor.
3. A third and any subsequent late occurrences within that year will result in the following charges:
 - A charge of ten dollars (\$10.00) for the first fifteen minutes or any part thereof.
 - A five-dollar (\$5.00) charge for each additional five-minute period or any part thereof.
4. Reoccurring instances of late pickup will result in a review of the family history of lates and may result in discharge.

All charges are to be paid by cheque within 24 hours. Any charges not paid will be considered delinquent and may result in termination of service.

All documented lates will be absolved as of September 1st each year and new records kept for the following year however any outstanding late charges will be carried forward. Additionally records of prior years will be reviewed should ongoing concerns be noted.

Individual concerns regarding the late policy should be addressed with the Supervisor.

Child Pick Up and Release

On arrival and pick up times it is required that each child be signed in and out by an adult (16 years of age or older). Only individuals whose names appear on the pick-up list (on the Emergency Information Card/Form) will be permitted to pick up the child, unless a written note is received specifying otherwise. Staff will ask for proof of identification (photo I.D. required) from any individual not authorized or an individual that the staff may not be familiar with. Otherwise, the child will not be released from the centre.

A staff member will sign in Kindergarten and School Age children who arrive at the centre by bus. It is the school's responsibility to ensure that children who travel home from school by bus are in the designated bus area at the appropriate time after school.

If staff suspects that the adult picking up a child is visibly unfit to drive and alternate pickup arrangements are not considered, staff may conclude that the child is in danger of suffering physical harm. In such circumstance the staff person cannot withhold the release of the child; however, they are obligated to report their concerns to authorities immediately.

Please note that the child care centre or staff must not be listed on school's records as the emergency contact person. Kindergarten and School Age children who are ill or injured during the school day and need to be picked up cannot be accepted into the child care centre. Please ensure that the school is provided with an emergency contact person if the parents are unable to be reached. Parents must notify the child care centre when their child will not be returning after school.

Emergency Contacts

In keeping with the Child Care and Early Years Act, the Ottawa Catholic Child Care Corporation requires that one emergency contact be provided to the centre upon enrollment. The name is to be written on the child's Emergency Information Card/Form and may be contacted in the event of an emergency (including failure of the parent to arrive at pick up time), and/or after every effort is made to contact the parents (these individuals must be 16 years or older). Parents must fill in and sign a form indicating that the contact is aware of their responsibilities regarding the pickup of the child (ren) in case of emergency (Emergency Contact Form). Parents must ensure that contact information is updated as soon as there are any changes.

Inclement Weather/Emergency Closure

The child care centre operates according to normal hours as long as the centre's school is considered open. In the event the school is officially closed and all students and staff are dismissed, the centre will also close. The child care staff will notify the parents of children in their care at that time and arrange for pick up.

If at any time school buses are cancelled but the centre's school is open, the centre will remain open and operate according to regularly scheduled hours. Children will only be permitted to attend child care during their regular hours of care.

In the event that services cannot be offered (i.e. due to a fire, lack of heat) parents may be reimbursed for any closures exceeding five days annually.

Emergency Management Policy

Our programs follow emergency response procedures in order to ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. Staff are familiar with procedures for both during school hours and non-school hours. These emergency situations include but are not limited to: Shelter in Place, Secure School and Lockdown situations.

Children are not allowed to leave the building. Parents, students or outside visitors will not be allowed to enter the school. Parents will receive a phone call /email/Twitter message from the centre indicating that a Shelter in Place has been initiated. Another message will be sent once it has ended.

Evacuation Plan

All children in the child care centre will evacuate the premises when required. Children will exit through emergency exit doors and meet at a predetermined area. In the event that the children cannot return to the centre, they will be accommodated in an emergency shelter. Parents will be notified and arrangements will be made for the pick-up of the children.

Fire Drills

The centre conducts a fire drill a minimum of once per month to familiarize the children with the proper escape procedures. All drills are documented. The centre also participates in secure school and lockdown practices with the school. For safety reasons, the children are required to have shoes on (not slippers) at the centre at all times so they may exit quickly in all weather conditions.

Lunch and Snacks

Toddler and Preschool children are served a well balanced catered lunch which meets the recommendations of the Canada Food Guide (<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>). The children are provided with milk and water at lunch and both snacks. Lunch menus are posted near the sign in/out book for parents to review. The following is the link for our catering company: <http://traiteurepicure.ca/centre-for-early-childhood/?lang=en>

All children attending the school age program eat their lunch at school with their fellow classmates. On non school days the children will eat their lunch in the designated shared school space. Lunches should follow the Canada Food Guide. All containers must be labeled with the child's name and individual lunch bags must be kept cold with the use of an ice pack. A microwave is available however any food that requires heating must be fully prepared and packed in a separate microwavable container. For nutritious lunch ideas please speak with a staff member.

A light nutritious snack is available to all children in the morning and afternoon. Snack menus are posted near the sign in/out book for parents to review. It is understood that children have food likes and dislikes, and some may occasionally experience a reluctance of sorts when it comes to trying new foods. In an effort to ensure that there is always something of interest on the menu, items from at least 3 of the 4 food groups will be offered at each snack and suggestions from the children themselves will be used in developing the rotational menus. New foods will be introduced with old favourites and discussions will be had with the children about colour, taste, texture etc. Most often when children are provided with the same food offerings there is a sense of fairness and an emphasis on health around the snack table. Snack time can be a unique social experience whereby children and staff can discuss many topics and develop new skills. By having the children and staff develop the menus together, in some instances prepare and serve it together and enjoy the same foods together it is hoped that snack time will be a positive experience for all.

Please be aware that there may be children in the centre with a severe life threatening food allergy (anaphylaxis). This is a medical condition that causes a severe reaction to specific foods and can result in death within seconds.

In the event that you wish to send food to the centre as part of a special event or celebration, please let the staff know so that they may discuss with you any safety concerns.

Anaphylaxis Policy

Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, children and visitors to the child care centre.

While it cannot guarantee an allergen-free environment, the Ottawa Catholic Child Care Corporation recognizes the need to reduce the likelihood of exposure to allergic individuals and has therefore developed an anaphylaxis policy and procedures that include the following:

- Strategies to reduce the risk of exposure to anaphylactic causative agents in the centres
- The dissemination of information on life threatening allergies to staff, parents and children
- The development of emergency plans for children with life threatening allergies
- The training of staff regarding epinephrine administration

The Corporation's policy and individual plans for children with life threatening allergies are reviewed with all staff, supply staff, students and volunteers upon employment and/or placement and annually thereafter.

If your child has been diagnosed with a serious allergy, please inform the child care staff immediately and an emergency plan will be developed.

Children with serious allergies will not be admitted into the program without the required medication to treat the symptoms of the allergy.

Health

As per Ottawa Public Health, a child cannot attend child care if they have the following symptoms:

1. A fever of 101°F/ 38.4°C or higher (children must be fever free for 24 hrs before re-admittance to the child care centre).
2. Continual vomiting
3. Two or more liquid bowel movements
4. Any unexplained rash or skin irritation (must be seen by a physician prior to re-admittance to child care)
5. Eyes/ears that are oozing any form of discharge. (Must be seen by a physician prior to re-admittance to child care).
6. Children with nits or head lice must be treated immediately and once more in 7-10 days. Please speak to your pharmacist for products available. Your child may return to the child care centre after the 1st treatment. The Supervisor will provide you with additional information and a form to complete.

If any of the above symptoms develop while the child is at home it is asked please keep your child at home and notify the child care centre of your child's symptoms.

If any of the above symptoms develop while your child is at the child care centre you will be notified and someone will be required to pick up your child as soon as possible.

Children with severe cough, runny nose, and congestion should be closely monitored. Staff may suggest a few days at home to rest or that the child should be seen by a physician.

As per Ottawa Public Health Communicable Disease Policy, there are communicable diseases, which require an infected child to remain at home for a period of time.

These diseases include but are not limited to: **Bacterial Conjunctivitis (Pink Eye), Impetigo, Pertussis (Whooping Cough), Scabies, Strep Throat.**

Please refer to the Ottawa Public Health [Guidelines for Communicable Disease and Other Childhood Health Issues for Schools and Child Care Facilities \(CCF\)](http://ottawa.ca/en/residents/public-health/resources-teachers-and-employers/guidelines-communicable-disease-and-other) for a complete list of diseases that require exclusion (<http://ottawa.ca/en/residents/public-health/resources-teachers-and-employers/guidelines-communicable-disease-and-other>).

All parents will be informed of any incidents of communicable diseases in the centre and asked to watch for symptoms in their child.

The centre's policy is if a child is too ill to go outdoors, he/she cannot be at the centre. Children are not permitted to stay inside, as staffing does not allow for this. Parents are asked to either keep their child at home or to make other arrangements if he/she is ill.

Good dental care is encouraged. Parents are requested to supply a toothbrush for their toddler/preschool child. For sanitary reasons (as per Ottawa Public Health) toothpaste is not permitted.

Concussion Awareness

The OCCCC programs take every reasonable precaution to protect children from head injuries and possible concussions. Whether incurred at play or by incidental contact, all injuries are treated as serious and will be reported to families.

More detailed information as well as web links on concussions and head injuries can be found on the OCSB website and we strongly encourage families to review the information.

If your child has an injury to their head, the child care staff will contact you as well as provide you with an injury report and a concussion signs and symptoms form. This information will also be provided to the school principal and may require further follow up in cases where a suspected or a diagnosed concussion has been reported. Similarly if your child has experienced a diagnosed concussion at school, the principal will inform the child care program as well.

In such cases where a suspected concussion has occurred the Supervisor will strongly encourage families to seek medical attention and treatment.

In cases where head or body trauma has occurred and a child has lost consciousness or has been unresponsive or dazed, the parent is required to seek medical treatment before the child can return to school or the child care program. The information sheet “Diagnosed Concussion Injury” guides the teacher, administrator, child care staff and parent/guardian through the process of return to learn and return to physical activity.

Should your child receive a head injury the Supervisor will provide you with all necessary forms and information related to the Concussion Awareness Policy. If your child has a diagnosed concussion by a medical doctor/nurse practitioner, that was sustained outside of school and child care time, a signed form C4: Diagnosed Concussion Injury – Completion of Step 4: Clearance for Return to Physical Activity (Step 5) must be completed before the student returns to the child care program. Please request the form from the Supervisor of the program. This information must also be presented to your child’s school as well.

Administration of Medication

Medication can be administered by the centre (Supervisor or designate) when it is required during program hours. Parents must complete a Medication Authorization Form indicating the times the medication is to be given as well as the dosage.

All medication must be prescribed by a physician or accompanied by a written note from the physician with specific instructions before being administered. This includes Tylenol, Benadryl, cough syrup and other non-prescription drugs.

A drug or medication will be administered to a child only from the original container as supplied by a pharmacist and the container or package must be clearly labeled with the child's name, the name of the drug or medication, the date of purchase and instructions for storage and administration. Medication that is past the best before date will not be administered.

Sunscreen

The child care centre will supply sunscreen from May to September. A fee of \$10.00 per child will be charged for this service (payable by cheque). Families who leave the program or take holidays during the summer will not be reimbursed any amount from the sunscreen fee. Families who enroll in the program after August 1st will be charged \$5.00 per child for the provision of sunscreen at the centre. Parents may supply their own sunscreen if they wish. We do not recommend spray sunscreens due to health and safety concerns. All containers must be labeled and kept at the centre.

Insect Repellent

Please be reminded that insect repellent is not permitted to be applied in the child care as Health Canada Guidelines recommend use only in well ventilated areas. If you choose to apply it at home please note that Health Canada recommends that skin be washed with soap and water when returning indoors or when protection is no longer needed. Unfortunately, staff are not in a position to assist or supervise this so please use your discretion regarding the appropriateness of its use. For full information, please visit the Health Canada website at http://www.hc-sc.gc.ca/hl-vs/alt_formats/pdf/iyh-vsv/life-vie/insect-eng.pdf.

Injury Reports

When an injury involving a child in the program occurs, the staff will administer first aid if required. An injury report will be completed by the staff for all injuries within 24 hours of the occurrence. Parents will be asked to read, sign and will be provided with a copy of these reports.

If an injury is more serious in nature, the parents will be contacted immediately and informed of the situation. If emergency treatment at the hospital is necessary, parents will be asked to either accompany or meet staff at the hospital.

Life threatening injuries or illness are deemed a Serious Occurrence and will be reported to the Ministry of Education. In this case, a Serious Occurrence Notification Report for parents will be posted for a minimum of ten business days. No identifying information will be included in the Serious Occurrence Notification Form, (example: child name; staff name; age or birth date of child; age group/room). If the form is updated with additional information the form remains posted for 10 days from the date of the update. The Serious Occurrence Notification Report will be posted in a visible area that is commonly used by the parents. All reports will be kept in the child's individual file.

Parental Involvement

Visits from parents and involvement in the daily program are welcomed. While it is recognized that parents have busy work schedules, staff encourage all parents to feel free to join them at any time. Parental involvement definitely enhances the program.

Parent Contact

All staff strives to maintain ongoing communication between the centre and parents. Suggestions are welcomed and the staff is happy to make time to sit down and discuss any concerns. Please remember that at arrival and departure times the centre is often very busy and staff may not have the time or privacy to discuss a concern or issue that you may have regarding your child. Appointments to discuss a concern can be made if needed. If you have any concerns regarding your child at any time please contact the Supervisor.

Confidentiality

Information regarding children and families is considered confidential and is shared only among staff members. The staff respects the privacy of the children and families and will protect this right to the greatest extent possible. In the best interest of the child, child care/school staff will exchange information regarding day-to-day occurrences in order to facilitate the transfer between programs. If confidential information is requested by an outside agency (including the school) confidentiality will be respected and information will not be released without signed parental consent.

Newsletters

A monthly newsletter is written by staff to update parents on centre activities, policy changes, etc. Parents are encouraged to read all newsletters and keep for future reference.

Parent Issues and Concerns Policy and Procedures

Parents/guardians are encouraged to take an active role in our child care programs and regularly discuss what their children are experiencing within their program. As described in our Program Statement, we encourage positive and responsive interactions among the children, parents/guardians and staff. Furthermore, we foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff are available to engage in conversations with parents/guardians, recognizing that more in-depth conversations may need to take place by appointment due to time constraints and confidentiality.

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

Concerns should first be brought to the program Supervisor and it is anticipated that most issues will be solved at that level. However phone calls or emails to the Manager of Early Learning Services are welcome should the situation require it. Contact information can be found in the Family Handbook located on our website <http://occhildcare.ca/>.

All issues and concerns raised by parents/guardians are taken seriously by the Ottawa Catholic Child Care Corporation (OCCCC). Every effort will be made to address and resolve the situation to the satisfaction of all parties as quickly as possible. All investigations will be conducted fairly and respectfully to all involved, with an initial response provided to the complainant within two (2) business days.

Concerns will be treated confidentially and every effort will be made to protect the privacy of children, parents/guardians and staff. However on occasion information must be disclosed to outside agencies / parties for legal reasons e.g. Ministry of Education, College of Early Childhood Educators, law enforcement authorities, Children’s Aid Society.

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 to the Children’s Aid Society.

For more information please visit;

www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Nature of Issue / Concern	Reporting Steps for Parents/Guardians	Responding Steps for Staff
Program Related: Schedule, menu, activities etc.	Raise concern with staff and / or supervisor Raise concern with Early Learning Services if further investigation is required	Address concern at the time or arrange for a meeting to discuss further with parent/guardian Document the concern on Program Concern form Notify the appropriate parties (Supervisor, Early Learning Services) Ensure investigation is complete and parent/guardian is provided with follow-up
Centre / Operational: Fees, hours, waiting list	Raise concern with staff and / or supervisor Raise concern with Early Learning Services if further investigation is required	
Staff Related	Raise concern with staff and / or supervisor Raise concern with Early Learning Services if further investigation is required	
Supervisor Related	Raise concern with Early Learning Services	

Child Abuse Policy

The four areas covered under the term child abuse are physical abuse, sexual abuse, emotional abuse or child neglect. In an individual case there could be only one form of abuse or a combination of types of abuse. Child abuse is a serious occurrence by definition of the Child Care and Early Years Act. It is the legal responsibility of every person including volunteers, students, or support staff that has contact with a child in a child care centre to report the suspicion of child abuse to the Children's Aid Society of Ottawa. Persons failing to report the suspicion of child abuse are subject to legal action and a fine if convicted. [Child and Family Services Act, Section 72 (1) (2) (3) (4) (5) (6.2)].

Toys from Home

The centre provides a well-rounded program with a variety of safe toys and equipment available to the children at all times. Due to both safety and security issues no toys (other than soft sleep toys for rest time) are permitted at the centre. This ensures that personal items are not lost, misused or broken during the day and relieves the staff and children of the additional responsibility of caring for the items.

In the event that a personal item/toy i.e. electronic device (for exception see Use of Technology), collectable card set, etc., is brought to the centre; the staff will require that the item be secured in the office for the day. The item will be returned to you in the evening and you will be asked to ensure that your child does not bring such items to the centre in the future. Should a second incident occur you will be contacted and advised that the item is in the office and asked to return to pick it up. The centre will not be held responsible for the loss or damage of items you choose not to retrieve or which are in knapsacks etc., without the staff knowledge.

Occasionally, the staff may plan a special day where toys from home in keeping with a theme are permitted at the centre, i.e. board games, outdoor toys, etc. Parents will be notified of such days in advance and may choose to send a toy if they wish (war toys, violent games and toy weapons of any type are not permitted in the program at anytime).

Field Trips

Occasionally the children will go on special outings. Parents will be notified of any preplanned outings and are welcome to join the fun. A parent summer planning meeting will take place in the spring each year. This gives parents the opportunity to review the proposed summer field trips and activities. A parent's signature will be required on a Field Trip Authorization Form prior to your child attending the excursion. Parents must make alternate care arrangements if they do not wish their child to participate.

At the time of enrollment, parents will be asked to grant permission for their child to participate in some common activities outside the centre. These might include a walk to the park, local store, library etc. Parents will be informed of these activities as they occur.

Toileting and Diaper Routines (Toddler and Preschool)

Toddler and preschool children (in diapers) are changed at regular times and whenever the children soil their diapers. Individual needs, interest and development determine readiness for toilet training. The Educators and families will work together in order to ensure a positive training experience.

Clothing

Appropriate and comfortable play clothing is required while your child is at child care. There are many messy activities as well as physically active ones. Toddler and / or Preschool children should have two complete changes of clothing. All children should have proper footwear (i.e. running shoes or athletic sandals with good grips and heel straps), at the centre at all times. All clothing must be labeled. All children go outdoors daily in all weather. Please ensure your child dresses appropriately (i.e. Winter: snowsuit, hat, boots, mittens x 2 pairs, extra socks. Spring/summer/fall: splash pants, rain jacket, sweater, rain boots, light mittens, sun hat).

Parents must supply disposable diapers and wipes for their toddler and/or preschool children not yet toilet trained. Due to sanitary reasons, the program is not able to accommodate cloth diapers. It is the parent's responsibility to ensure that the supply of diapers is replenished regularly.

Rest Period

A daily rest period (not exceeding two hours) will be provided for Toddler and Preschool children. Children that are unable to sleep will be permitted to engage in quiet activities.

A daily rest period of approximately 45 minutes will be offered to kindergarten children on non-school days.

Please provide your child with their own blanket from home, which will stay at the child care centre. This will facilitate a happier rest period. Small pillows and soft sleep toys are also welcome for this time of day. Toddler children who use a pacifier may have the use of it during their daily rest period only.

Smoking

Smoking on school grounds including the child care centre is prohibited.

Parking

Parking lots are busy places. In order to keep all children and adults safe, please drive with caution when dropping off /picking up your child and be aware of their whereabouts at all times.

Appendix A

Ottawa Catholic Child Care Corporation

Privacy Policy

The Ottawa Catholic Child Care Corporation (“OCCCC”) is committed to meeting its obligations under the *Personal Information Protection and Electronic Documents Act* (“PIPEDA”) when it is involved in the collection, use and disclosure of Personal Information for commercial purposes.

For the purposes of this Policy, **Personal Information** is factual or subjective information, recorded or not. It can include, but is not limited to, age, name, addresses, e-mail addresses, financial information, identification numbers, income, health information, or opinions. Personal Information may be in verbal, print or electronic form.

During the course of our normal activities the OCCCC frequently gathers and uses Personal Information from various sources including parents, guardians, children, family members and others who are involved or interested in our work.

The Personal Information that we collect, use or disclose includes such things as your child’s name, home address, contact information for child’s responsible family members and progress within his/her program.

This Policy is applied to all Personal Information collected, used or disclosed--whether factual or subjective--about an identifiable individual during the course of commercial activities. The OCCCC will ensure that individuals, groups, organizations and/or businesses that have been approved, designated or contracted to act for or on its behalf are aware of and in compliance with the principles set forth in this Policy.

The OCCCC adheres to the following privacy principles:

Accountability: The Manager, Early Learning Services is the Chief Privacy Officer for OCCCC and is responsible for ensuring compliance with this Privacy Policy. The Manager, Early Learning Services may, from time to time, delegate another individual in the agency to act on her behalf.

Identifying Purposes: The purposes for which the OCCCC collects, uses and discloses Personal Information will be identified at or before the time the information is collected. In general, the OCCCC collects, uses and discloses Personal Information to meet the following purposes:

- To identify clients of OCCCC (children and their parents/guardians)
- To communicate with our clients
- To protect and ensure the health and safety of the children entrusted to our care
- To communicate daily activities of children to parents
- To provide optimal and individualized care for each child
- To monitor the quality of care and the progress of children in care
- To ensure the care provided is flexible and continues to meet the unique needs of each child
- To ensure that the care we provide is respectful of religious and/or cultural backgrounds
- To meet statutory, regulatory and contractual requirements of the agency
- To provide/send information to prospective clients
- To process applications/requests for care
- To place clients on a waiting list
- To determine eligibility for care and proper placement of your child in a program
- To assist parents in obtaining and maintaining fee subsidies from the City of Ottawa
- To process payments to independent contractors
- To meet the record-keeping obligations required by the provincial Ministry of Education, the City of Ottawa and Canada Revenue Agency
- To assist Children's Integration Support Services (CISS), when applicable, in determining the level of support that may be provided to eligible children
- To collect payment for services provided
- For the collection of statistics as may be required by our funders
- To administer our programs and services

Subject to the exceptions under PIPEDA, if the OCCCC has already collected Personal Information but wishes to use or disclose it for a new purpose, individuals will be contacted in advance in order to get fresh consent for that new purpose.

Consent: Subject to the exceptions under PIPEDA, the knowledge and consent of the individual are obtained for the collection, use, or disclosure of Personal Information, at the time of collection. Consent can be either express or implied. Express consent is given explicitly, either orally or in writing and it is always required when the Personal Information is particularly confidential or sensitive. Implied consent occurs where consent may reasonably be inferred from the action or inaction of the individual (i.e. by filling out a form).

An individual may withdraw their consent at any time upon reasonable notice, subject to legal or contractual restrictions. The OCCCC will advise the individual of the consequences of that withdrawal which, in certain circumstances, could include no longer providing child care services.

Limiting Collection: Collection of Personal Information is limited to that which is necessary for the purposes identified above and/or for the purposes identified at the time of collection.

Limiting use, disclosure and retention: Personal Information will be used or disclosed only for the purposes for which it was collected except with the consent of the individual or as required by law. We do not trade, sell, barter or give away client information to anyone. From time to time the OCCC discloses Personal Information to the organizations on a “need to know basis” such as the following:

- The City of Ottawa
- Ontario Provincial Government
- To the Licensed Child Care Centres and Licensed Home Child Care Agencies within the City of Ottawa who are participating in the Child Care Information Centralized Waiting list
- OCCC auditors, financial and legal advisors
- Institutions providing the OCCC with banking and payroll services
- Third party companies that provide IT support

Personal Information is retained only as long as necessary to fulfill the purposes listed above or those identified at the time of collection, or as required by law (i.e. the retention requirements under the *Child Care and Early Years Act*). Once Personal Information is no longer required to fulfill the identified purposes or to comply with legal requirements regarding retention, it will be destroyed or rendered anonymous.

Accuracy: Personal Information will be kept as accurate, complete and up-to-date as necessary for the purposes for which it is used. Individuals are asked to inform OCCCC of any updates or changes to their Personal Information.

Safeguards: Personal Information is protected by security safeguards appropriate to the sensitivity of the information.

- Physical measures (locked filing cabinets, restricting access to offices, alarm systems);
- Technological tools (passwords, encryption, firewalls); and
- Organizational controls (limiting access on a "need-to-know" basis, and confidentiality policies).

Only the Privacy Officer and designated individuals have access to Personal Information.

Openness: Information about our policies and practices relating to the management of Personal Information is available on written request to the Chief Privacy Officer.

Individual Access: Upon request, an individual will be provided with information about the existence, use, and disclosure of his or her Personal Information and will be given access to that information. Requests for access to Personal Information must be made in writing to the Chief Privacy Officer and acceptable proof of identification will be required. The OCCCC then has 30 days in which to respond to the request or in which to provide the individual with the legal basis for which the request is denied.

The individual may challenge the accuracy and completeness of their Personal Information and have it amended as appropriate.

Challenging Compliance: If an individual has concerns over the OCCCC's compliance with this Policy, he or she should address their concern in writing to:

Privacy Officer: Karin Milner

Ottawa Catholic Child Care Corporation

570 West Hunt Club Road

Ottawa, ON

K2G 3R4

Phone Number: (613) 224-4455 ext. 2382

Email Address: karin.milner@ocsb.ca

An individual also has the right to contact the Privacy Commissioner in circumstances where an individual has a concern with respect to the OCCC's collection, use or disclosure of Personal Information for commercial purposes. An individual can contact the Office of the Privacy Commissioner of Canada at:

112 Kent Street

Place de Ville - Tower B, 3rd Floor

Ottawa, Ontario

K1A 1H3

Toll-free: 1-800-282-1376

Phone: (613) 995-8210

Fax: (613) 947-6850

TTY: (613) 992-9190