



Family Handbook

Nursery School



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 menu 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 "K Milner". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Karin Milner
Manager, Early Learning Services

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Organization

The Charlemagne Nursery School is 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 nursery school program. 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, extension 2382. Any written correspondence may be forwarded to:

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

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

Admission Criteria / Policy

- The program can accommodate a maximum of 24 preschool children; however, in order to maintain quality, safety and financial viability the program may be capped at group sizes smaller than this if necessary.
- Children between the ages of 31 months and 5 years of age as of September 1st are eligible for the preschool program.
- Prior to admission parents must complete the required forms including an emergency data card.
- Records of immunization are required prior to admission to the program.
- Before a child may begin in the program 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.

Withdrawal/Discharge Policy

Parents wishing to withdraw **prior to August 1st** are asked to notify the program as soon as possible to allow the opportunity for others to access the space. Parents wishing to withdraw their children from the program **after August 1st** must provide the program with a **written** notice a minimum of one full calendar month prior to the withdrawal date. There will be no partial month credit.

Example: Withdrawal date effective November 1st

- 1) Notice given on or before October 1st
 - Termination of PAD agreement
- 2) Notice given any time after October 1st
 - October withdrawal as per schedule
 - November withdrawal as per schedule
 - Termination of PAD agreement

It is recognized that the program may not meet the needs of all children. If an individual child's behaviour becomes detrimental to his /her nursery school experience, poses a safety risk to him/her 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. Two weeks notice of discharge (or immediate discharge upon approval from the Board) 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

Charlemagne Nursery School is open for children between 9:00-11:30 a.m. In order to ensure the smooth operation of the nursery school and for the security of your child, the pickup times must be respected. Children will be enrolled for 41 weeks between September and June. The specific opening and closing dates will be determined on an annual basis.

The program observes the following holidays:

- New Years Day
- Family Day-third Monday of February
- Good Friday
- Easter Monday
- Victoria Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- Any other day proclaimed by the governor in council as a National or Provincial Holiday

The nursery school will also be closed for two weeks at Christmas and one week at March break.

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
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 program with a void blank cheque attached indicating the account from which the funds are to be withdrawn. All registrants are required to provide a \$40.00 registration fee per child at the time of registration. This fee is non-refundable.

As a non-profit organization, the program 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.

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). The fee charged is the same every month. Discounted fees will not be offered for holidays or school closures.

Receipts will be issued in December and June. 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 a subsidy must apply online to the Child Care Registry and Waitlist system at: <https://ottawa.ca/en/residents/social-services/childrens-services/apply-child-care>

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 fee will be charged to offset administration costs. Recurring incidents of unsuccessful withdrawals due to insufficient funds may result in discharge from the program.

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.

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 staff endeavors to provide a secure environment for all children and will not be a party to disputes between parents. An information sheet outlining specific procedures as well as required forms must be completed by families with specific custody arrangements (shared or sole). Parents who are separated/divorced at the time of enrollment or whose status changes must request this information 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.

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.

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. 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.

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 program upon enrollment. This 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 pick up of the child/ren in case of emergency (Emergency Contact Authorization Form). Parents must ensure that contact information is updated as soon as there are any changes.

Inclement Weather / Emergency Closure

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

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 nursery school 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 nursery school, 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 program conducts a fire drill a minimum of once per month to familiarize the children with the proper escape procedures. All drills are documented. The program 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 program at all times so they may exit quickly in all weather conditions.

Snacks

A light nutritious snack is provided for all children. 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.

The children's birthdays will be celebrated at nursery school during snack time and community time. In the event that you wish to send food to the program as part of a special event or celebration, please let the staff know so that they may discuss with you any safety concerns.

Please be aware that there may be students in our school 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.

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 program.

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 program
- 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 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 the program if they have any of the following symptoms:

1. A fever of 101°F (38.4°C) or higher. (Must be fever free 24 hrs before re-admittance to nursery school).
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 nursery school).
5. Eyes/ears that are oozing any form of discharge. (must be seen by a physician prior to re-admittance to nursery school)
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 nursery school 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 that you keep your child at home and notify the nursery school of your child's symptoms.

If any of the above symptoms develop while your child is at the program you will be notified and it is expected that 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 City of Ottawa Public Health Department Guidelines for Communicable Disease and Other Childhood Health Issues for Schools and Child Care Facilities (CCF) for a complete list of diseases that require exclusion:

<http://www.ottawapublichealth.ca/en/professionals-and-partners/cd-guidelines-ccc-schools.aspx>

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

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.

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 the nursery school. The information sheet “Diagnosed Concussion Injury” guides the 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 nursery school 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.

Administration of Medication

Medication can be administered by the program (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.

Insect Repellent

Please be reminded that insect repellent is not permitted to be applied in the program 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:

<https://www.canada.ca/en/health-canada/services/about-pesticides/insect-repellents.html>

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 schedules, staff encourage all parents to feel free to join them at any time. Parental involvement definitely enhances the program.

Parent Contact

All staff strive to maintain ongoing communication between the program and parents. Suggestions are welcomed and the staff are happy to make time to sit down and discuss any concerns. Please remember that at arrival and departure times the program 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 will be made if needed. If you have any concerns regarding your child at any time please contact the Supervisor.

Information Sharing

The Educators provide parents with ongoing information regarding their child's involvement in the program. An adjustment report is completed by the end of November which outlines your child's adjustment into the program. Your child's progress can be discussed with an Educator at anytime throughout the year. Educators can complete the required documents for Kindergarten registration as needed.

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. If confidential information is requested by an outside agency, 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 program activities, policy changes, etc. Parents are encouraged to read all newsletters and keep for future reference. Newsletters will be provided by email and hard copies will be available.

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/childrensaidthereportingabuse/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
Centre / Operational: Fees, hours, waiting list	Raise concern with staff and / or supervisor Raise concern with Early Learning Services if further investigation is required	Document the concern on Program Concern form Notify the appropriate parties (Supervisor, Early Learning Services)
Staff Related	Raise concern with staff and / or supervisor Raise concern with Early Learning Services if further investigation is required	Ensure investigation is complete and parent/guardian is provided with follow-up
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 Policy

The nursery school 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 are permitted at the nursery school. 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.

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).

Clothing

Appropriate and comfortable play clothing is required while your child is at nursery school. There are many messy activities as well as physically active ones.

Please ensure that your child has a LABELLED bag to bring back and forth from nursery school each day. In it your child will require:

- a complete change of labelled clothes in case of messy play or spills
- a pair of labelled hard soled shoes (velcro if possible)
- if required, sufficient disposable diapers preferably 'pull-ups' /training pants/ wet wipes (in labeled container) for each day

Please take the bag home daily and replace the contents as needed.

Smoking

Smoking on school grounds including the nursery school 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. Please use the designated child care spots only. Parking directly in front of the centre is not permitted.

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 OCCCC 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
- OCCCC auditors, financial and legal advisors
- Institutions providing the OCCCC 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