



Family Handbook
Early Learning Centre
Toddler/ Preschool

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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 is supported and which is inclusive of all children, including children with individualized plans
- 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.

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 (www.occhildcare.ca).

Educators are encouraged and supported to engage in ongoing professional learning. Workshop, course, literature and speaker information is posted regularly to our E-Portfolio for all staff to make note of. And funds are available to facilitate this process where appropriate. Furthermore, the Corporation hosts regular professional development opportunities on relevant topics.

Finally, through regular documentation of activities and learning, adjustment reports of the children, communication with families and ongoing staff improvements to programs and processes, the impact of the programs on children and their families is regularly assessed.

Details regarding the goals and / or operational components of the programs are outlined in the Family 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.

Organization

The early learning centres 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 acts as the OCCCC designate and is available to all parents who have questions relating to the early learning centres. Any person wishing to relay questions or concerns to the Corporation should contact the Manager, Holly Overhoff 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
early.learning@ocsb.ca

Licensing

The early learning 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.

Admission Criteria/Policy

- Children between the ages of 18 months and 3.8 years are eligible for our toddler and preschool programs. It is expected 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. Preschool rates would continue to apply.
- Children must be walking independently in order to attend the centre. Children with mobility issues (i.e. children with special needs) and who use assistive devices will be granted an exception. All special needs and program requirements must be discussed with the Supervisor during the registration process.
- When registering for the toddler and preschool programs, parent (s) and child must attend a required orientation session at the centre.

- It is very important that your child's first experiences in the program are positive. Some children benefit from a slow integration, while others may not require it. A schedule will be discussed during your orientation visit to determine whether or not to plan a slow integration period for your child's first week. Parents are responsible for full fees during a gradual integration.
- Upon registration parents are required to sign an enrollment agreement, this indicates the discharge date and the agreement to adhere to Corporation policies. The OCCCC has specific procedures related to separated families. Please refer to Appendix A for additional information.
- A copy of the Family Handbook is provided to you upon registration (electronically or paper copy). You can access the most current handbook on our website; www.occhildcare.ca.
- Records of immunization must be up to date as required by Ottawa Public Health before entering the Toddler and Preschool program.
- All emergency information must be completed prior to the child starting the program.
- Before a child may begin in a program a Pre-Authorized Debit (PAD) Agreement must 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 early learning centre. Parents will be provided with a written Adjustment Report prepared by the child's Educator. The Supervisor and/or the Educator may discuss the child's adjustment with parents at the end of this six-week period.

Staff Qualifications

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

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 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

Inclement Weather/Emergency Closure/Unforeseen 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 and/or safety issue etc.), parents may be reimbursed for any closures exceeding three (3) days annually.

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 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. Spaces when available will 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.
2. Notwithstanding position on the waitlist, preference may be given to siblings of children already enrolled in this program.
3. 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.
4. Parents that have Toddler and/or Preschool children currently registered in the program are required to update their profile and add their child's name on the CCRAW for the centre's Kindergarten and/or School Age programs if they wish care beyond toddler, preschool.

5. Children will remain in their program (Toddler and/or Preschool) regardless of their age until such a time that a space becomes available in the next age group. The cost to families will reflect the program they are in regardless of their age.
6. Toddler and/or Preschool children will be moved into available spaces in the next age group according to their start date. If more than one child was enrolled on the same day the date of the initial request for care and/or readiness for the program (as determined by the Supervisor) will be used to determine priority.

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 photo I.D. 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.

If staff suspects that the adult picking up a child is visibly unfit to drive and alternate pickup arrangements are not made, 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.

Emergency Contacts

In keeping with the Child Care and Early Years Act, the Ottawa Catholic Child Care Corporation requires that one emergency contact (cannot be the parent) be provided to the centre upon enrollment. The name (first and last) 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. Your emergency contact must work and reside locally. Parents must ensure that contact information is updated as soon as there are any changes.

Photo/ Video Permission

It is the practice of the Ottawa Catholic Child Care Corporation (OCCCC) to recognize, celebrate and promote the achievements and activities of the children in its care. This can include photographs and/or videos of the children for internal posting in the program, on the www.occhildcare.ca website and/or on the programs' Twitter or Facebook accounts. Please note that this practice is something we seek written consent from parents for, and should it not be provided to us those children cannot be included in your photos or videos. We therefore respectfully ask that you refrain from taking photos/videos of any child other than your own at the program or on a field trip.

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. In this case the children will be given priority for a space, 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.
2. 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 regardless if the child is in attendance or not.
3. 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.
4. 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 or deemed excessively disruptive to the program, the Supervisor will take any and/or all of 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, reducing days or hours that the child may attend the program, 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.

5. A notice of discharge may be given to parents who fail to comply with the policies as outlined in the Family Handbook including policies related to fee payment.

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.

Extreme Late / No Show Policy

A Parent/Alternate Pick up person is considered extremely late or a no-show when she/he does not appear on-site by 6:15 p.m. without having contacted program staff or any of the emergency contact people listed. In the event of a no-show, the Educator and child(ren) will remain on the premises. The Educator will contact their Supervisor if the Supervisor is not at the program. Either the Supervisor or Educator will then contact, in order, one of the following:

- a) Coordinator or Assistant Coordinator
- b) Assistant Manager
- c) Manager

If we have not heard from the parent/guardian/emergency contact by 7:15 p.m. the ELS management team will direct staff to contact CAS and the child will be released to their custody.

An instance of an extreme late / no show could result in discharge from the program even after the first instance and / or if there have been no previous regular late pick ups that year.

Part Time Care

Space sharing may be 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 multiplied by the daily rate.

Tax 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.

Returned Fees

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.

Child Care Subsidy

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

Parents with partial fees pay the City directly. Subsidized children are eligible for a total of 36 days of leave annually (fees paid by the City of Ottawa). It is the parent's responsibility to

monitor the number of days they take in a calendar year. It is the parent's responsibility to pay the City of Ottawa any fees for any days not covered under the subsidy arrangement.

Lunch and Snacks

Toddler and Preschool children are served a well balanced catered lunch which meets the recommendations of the Canada Food Guide (<https://food-guide.canada.ca/en/>). The children are provided with milk and/or 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://traiteurepicture.ca/centre-for-early-childhood/?lang=en>

Additionally 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 reluctance when it comes to trying new foods. In an effort to ensure that there is always something of interest on the menu, a variety of healthy food options 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 favorites and discussions will be had with the children about colour, taste, texture etc. When children are provided with the same food offerings there is a sense of community and an emphasis on health. Snack time can be a unique social experience whereby children and staff can discuss many topics and develop new skills.

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

Toileting and Diaper Routines

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.

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.

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 must 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).

Rest Period

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

Please provide your child with their own blanket from home, which will stay at the early learning centre. This will facilitate a happier rest period. Small pillows and soft sleep toys are also welcome for this time of day. Bedding will be sent home at the end of the week to be washed. Bedding must be returned on the following Monday. Toddler children who use a pacifier may have the use of it during their daily rest period only.

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 early learning centre).
2. Repeated 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 that you please keep your child at home and notify the early learning centre of your child's symptoms.

If any of the above symptoms develop while your child is at the early learning 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) 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 centre and asked to watch for symptoms in their child.

In the event of an outbreak, Ottawa Public Health may order the temporary exclusion of children until the risk related outbreak has ended.

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.

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 permitted to attend the program without the required medication to treat the symptoms of the allergy.

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 early learning centre will offer sunscreen for purchase from May to September. A fee of \$10.00 per child will be charged for this service (payable by cheque only). 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 allow 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:

<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 and sign the form. Parents 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.

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 early learning centre. 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 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 child returns to the early learning centre. Please request the form from the Supervisor of 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 and staff. Any forms of physical or verbal aggressive interactions are unacceptable. Interactions of this nature i.e. child to child, child to adult, adult to child or adult-to-adult will be addressed as required and may result in discharge if applicable
- 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.

Conscious Discipline®

As noted in the Program Statement, the centre is using a Conscious Discipline® approach. Conscious Discipline® 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™)

Biting

The Ottawa Catholic Child Care Corporation ensures that our programs provide safety, both physically and emotionally for all children. Biting is common for many young children who are teething and still developing their language. When an incident of biting occurs in the program our goal is to help identify what is contributing to the biting, and to resolve these issues.

When children bite, the educators will attend to the bitten child immediately; comforting them, providing them with language to express their feelings, and offering them the Safe Place to compose themselves. First aid will be given to the bite, an injury report will be completed and parents will be notified prior to pick up.

The biter is calmly redirected away from the other children. The educator will remind the child; “Ouch, biting hurts” and will help provide the child with language to express their feelings. Once the Safe Place is available; the child will be offered the opportunity to go and compose themselves, and will return to the group when he/she is calm. The parents of the child that bit will be informed personally and privately. A plan of action will be developed and shared with both families involved.

Although biting is common within the toddler age group, we strive to make every effort to extinguish biting behaviour quickly and to provide support to the families.

Prohibited Practices

The following list of practices are not allowed in the program: corporal punishment; physical restraint, such as confining a child to a chair, or other device for the purposes of discipline or in lieu of supervision. Such physical restraint may only be used to prevent 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 is not permitted, unless the confinement occurs during a lockdown. The 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

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 members. 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.

Legislation requires that staff report code of conduct incidents to the principal if they may impact the school.

Child Abuse Policy/ Duty to Report

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 (Duty to Report) of every person including staff, 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)].

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 agencies that specialize in this area. If required and funding is available, enhanced staffing may be provided to enable/support 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.

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. 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.

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.

During these emergency 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 Remind App. message from the centre indicating that a Shelter in Place, Secure School or Lockdown has been initiated. Another message will be sent once it has ended.

Evacuation Plan

Should children in the early learning centre need to be evacuated the 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.

Parent Communication

All staff strive to maintain ongoing communication between the centre and parents. Communication may include monthly newsletters, tweets on the centres Twitter account as well as reminders sent using the Remind App. 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. If confidential information is requested by an outside agency confidentiality will be respected and information will not be released without signed parental consent.

Permission to Leave the Centre

Occasionally the children will go on special walking trips. Parents will be notified of any preplanned walking trips and are welcome to join the fun. 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.

Gift Giving

The Ottawa Catholic Child Care Corporation recognizes that children, parents and others may wish to show appreciation to the Educators at Christmas, end the year, etc. Gifts are not expected or required and if gifts are going to be given we encourage families to think of the following options; letters of appreciation, homemade gifts, a charitable donation, and small tokens of gratitude to be shared amongst all educators (a box of chocolates).

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, 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 cubbies/ knapsacks etc., without 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).

Parent Issues and Concerns Policy and Procedures

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. Please use the contact information that can be found on page six (6).

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, 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

Professionals from Outside Agencies

Occasionally parents may request for a speech therapist, occupational therapist, social worker etc. to come to the program so they may observe / work with their child in a group setting. While we understand that this may be of assistance to some families, due to privacy/confidentiality reasons we do not permit this

Smoking/ Vaping

Smoking/ Vaping 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

Guidelines For Separated Families

*Please see the guidelines below regarding procedures related to separated families.

*The *Custody Arrangement* form can be found on the ELS E-Portfolio and **must** be completed by all separated families.

The Supervisor will review these guidelines with all separated families upon their enrollment as part of the registration process. For such families, the *Custody Arrangement* form becomes an integral part of registration. In the event that a family becomes separated after they have been registered in the program these same procedures must then be followed and a *Custody Arrangement* form must be completed. Should such a family be reluctant to provide the Supervisor with all requested paperwork, the Manager of ELS should be notified and a letter may be sent to the family from ELS outlining the reason for the request.

The centre staff endeavors to provide a secure environment for all children and will not be party to disputes between parents. 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 Custody Arrangement Form from the Supervisor.

1.Overall Expectations

In keeping with the Corporations Code of Behaviour and enrollment agreement, it is required that all families demonstrate respect for the children, other families and centre staff. The care and well being of the children is the primary concern of the Corporation and its staff. The OCCCC insists that the child care centre remains a safe, neutral territory for the children and staff. If our employees, any child or other adult is placed in an uncomfortable or stressful situation by parents in conflict with each other, we reserve the right to discharge the family from the centre. Policies and procedures will therefore be made with this in mind.

2.Custody Arrangements

A Custody Arrangement form must be completed and signed by the parent or parents who have legal custody of the child (ren). It is the responsibility of the parents to amend the form if changes occur. **Staff are not responsible for monitoring/enforcing the schedule.** Barring a restraining order, staff will release children to parents and/or approved pick up people regardless of the day.

3.Emergency Information

Two information cards/forms must be provided in the case where parents have joint/shared custody. Emergency Contact Authorization forms must be completed for all emergency contact people listed. In the case of an emergency, centre staff will attempt to notify the parent scheduled to pick up on that day. In the event this person is not able to be reached, the emergency contact people and/or the other parent will be contacted.

4.Payment of Fees

The centre allocates a space to the child (ren) in care. Fees must be paid in full to maintain the right to the space allocated. Parents may choose to provide the centre with one set of banking info or split the payments. In the event that any fees do not clear the bank, the account will be considered in arrears and is grounds for possible discharge regardless of which parent was responsible for the fees. In this case both parents will be informed of the situation.

5.Child Care Receipts

Receipts are issued to families annually in the name of the person indicated on the account. Requests must be made in writing prior to December if anything different is required.

6.Late Pick Up Policy

The policy regarding late pick-ups will be implemented as outlined in the Family Handbook for all families. All correspondence regarding late pick-ups will be provided to both parents regardless of whoever was late.

7. Child Files / Records Requests

In an effort to maintain complete neutrality, the OCCCC will provide both parents copies of any records requested by one parent. This measure is taken to ensure that the OCCCC is not placed in the middle of custody / parental disputes and offers complete transparency to all parties. Additionally, requests for child files / records are subject to the OCCCC privacy policy. For example, on occasion a parent may request copies of the sign in / out form (with the other children's names blacked out) in order to prove the dates / times when their child(ren) have been dropped off and / or picked up from the program. If this occurs, Supervisors must inform ELS of the request, who will determine next steps. A charge for time and copies will be applied to the inquiring parent.

8.Newsletters, Adjustment Reports, Centre notices, Injury Reports

All general information will be made available to both parents. Notes that are posted or left for pickup at the centre are the responsibility of the parent. General notices will not be sent home to individual parents. Injury reports will be provided to the pick up parent to sign and placed in the file.

9.Confidentiality

In keeping with Corporation policies, staff will only discuss concerns related to the child (ren) with the parents or legal guardians unless otherwise authorized by both legal guardians in writing.

All other policies and procedures outlined in the Family Handbook also pertain to separated families.

Appendix B

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 Registry and Waitlist (CCRAW)
- 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 OCCCC has a right to charge a reasonable fee to gather and / or copy personal documents.

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: Holly Overhoff

Ottawa Catholic Child Care Corporation

570 West Hunt Club Road
Ottawa, ON
K2G 3R4

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

Email Address: holly.overhoff@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 OCCCC'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