



# Family Handbook

## **School Age Program**



### **Program Statement**

The philosophy of the Ottawa Catholic Child Care Corporation is to provide relaxed, recreational and educational programs in child-centered environments where children safely learn through play. Our Educators see children as competent, capable of complex thinking, curious and rich in potential. Using the Conscious Discipline® model of a School Family, the centres promote safety, connection and problem solving among staff and children. Educators support the development of relationships, emergent program planning, reflective practice and principle of paying it forward. Additionally, utilizing everyday events the practice of 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.

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 by the Conscious Discipline approach 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 learning the skill of composure (managing emotions) and self-regulation. Children may choose to go to this cozy corner or quiet area for comfort and/or to practice calming techniques when they feel any sort of upset.

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

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

Wherever possible parents are given the opportunity to offer input into ideas for activities, equipment and field trips. Families are kept abreast of their child's day through the posting of Program Plans outlining the daily activities, conversations with Educators, and written adjustment reports shortly after beginning in the program. Documentation in the form of pictures and work samples is posted for families, and linkages with what the children are engaging in are made with reference to the *HDLH*, *Conscious Discipline* 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 highlights our similarities, values our differences and supports unity.

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 promotes 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 [occhildcare.ocsb.ca](http://occhildcare.ocsb.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 Program is a non-profit organization operated by the Ottawa Catholic Child Care Corporation (OCCCC). The OCCCC has a Board of Directors and an Executive Director who are available to all parents who have questions relating to the program. Any person wishing to relay questions or concerns to the OCCCC should contact [CCS@occhildcare.ca](mailto:CCS@occhildcare.ca)

## **Licensing**

The child care centre is licensed by the Child Care Quality Assurance and Licensing, Early Years 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**

- Children between the ages of 3.8 and 12 years as of December 31 are eligible for the school age program.
- Upon registration parents will be required to sign an enrollment agreement, this indicates the discharge date and the agreement to adhere to OCCCC 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](http://www.occhildcare.ca)
- Prior to admission parents must complete the registration package including all emergency information forms.
- A minimum registration of two (2) consistent days per week is required for all School Age children. Please note that morning and afternoon programs are treated separately. For example a child can be registered for Monday and Friday mornings only, or Tuesday and Wednesday afternoons only, but must be registered for those mornings or afternoons every week consistently.
- As of September 2024, the KG program will no longer have flexible registration options. All Kindergarten children will be enrolled in the program of their home school mornings and afternoons Monday - Friday. Full days (PD Days, Christmas, March Break and Summer) will continue to be sold separately.
- Children who will be attending year one of Kindergarten in the Fall and attending the child care centre the summer before must provide records of immunization prior to admission to the program.
- Transportation to and from the child care centre is the responsibility of the parents. Where busing is required, the parents are responsible for coordinating arrangements between the school and the child care centre.

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

- A six-week probationary period will be implemented to assess the child's adjustment to the child care centre. Educators will periodically update parents on their child's adjustment during this time.

### **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 School Age Program is open for children on school days between 7:00 a.m. to the start of yard supervision and from school dismissal to 5:45 p.m. The program is open from 7:00 a.m.- 5:45 p.m. on non-school days.

Flexible part day and/or part week care (Flexi-care) is offered on all school days. A minimum of two mornings or afternoons per week (must be the same days each week) must be selected. Parents may purchase non-school days separately (PD Days and one week increments during the Summer holidays, Christmas and March Break). Since full days over Christmas break, March break and Summer are sold in week blocks, individual days may not be purchased during these times. Subsidized families should flag this to their subsidy officer at the city.

In order to ensure proper staffing and program planning, parents must request space for non-school days in advance. Information will be distributed for this purpose at various times during the school year. There will be no refunds for these days if the child does not attend. Spaces will be limited on non-school days and will be granted on a first come first served basis.

\*Please note that only children registered during the school year can participate in the summer program.

Once enrolled in the program, School Age families will have an opportunity to make three changes to the number of days per week enrolled or a switch of the actual days enrolled during the school year. Two weeks written notice is required when making this request.

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 30<sup>th</sup> 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 canceled 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 (for example but not limited to; fire, lack of heat, safety issue, labour disruption, global or local health crisis and / or lack of staff etc.), parents may be credited for any closures exceeding three (3) days annually (calendar year).

### **Waiting List Policy**

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

### **Privacy & Confidentiality**

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list. It is the responsibility of the Supervisor and Assistant Supervisor to maintain the CCRAW. Inquiries regarding the child's position on the waiting list will be provided to parents/guardians only. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### **Procedures**

#### **Receiving a Request to Place a Child on the Waiting List:**

Parents/Guardians requesting to place their children on a waiting list via email, online application, telephone or in-person will be directed to the City of Ottawa Child Care and Registry Waitlist.

## **Placing a Child on the Waiting List**

When looking to place a child on the waitlist, ensure the parent/guardian has confirmed they are interested in the space once a tour/virtual meeting has occurred. It is important for programs to have an initial meet and greet prior to enrolling or confirming a space with the family.

Children are to be placed in chronological order, based on the date and time that the request is time stamped on their CCRAW application. Once the child has been placed, the Supervisor/Assistant Supervisor can advise the family of the child's position on the list.

## **Determining Placement Priority when a Space Becomes Available**

Notwithstanding position on the waitlist, preference may be given to siblings of children already enrolled in this program location. Children attending school where the child care program is located will be given priority for spaces within the child care program.

Once these children have been placed, other children on the waitlist will be prioritized based on availability and chronological order. 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. Parents that have Toddler, Preschool or Kindergarten children currently registered in the program are required to update their profile and add their child's name on CCRAW for the centre's Kindergarten and/or School Age programs if they wish care beyond toddler, preschool and/or kindergarten.

Children will remain in their program (Toddler, Preschool or Kindergarten) regardless of their age until such 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.

## **Offering an Available Space**

When offering spaces staff shall contact parents by telephone and/or email, noting time and date on the profile in the CCRAW. 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.

Toddler, Preschool and Kindergarten children will be moved into available spaces according to their start date. If more than one child was enrolled on the same day the date of initial request for care and/or readiness for the program (as determined by the Supervisor) will be used to determine priority.

## **Responding to Parents who inquire about their Child's Placement on the Waiting List**

The Supervisor/Assistant Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list. The Supervisor/Assistant Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space.

## **Special Needs and Exceptionalities**

When offering spaces to children with special needs and exceptionalities, but before a space can

be filled, the OCCCC must first complete the following steps:

- Review current resources, staffing and ratio of currently enrolled children with special needs and exceptionalities;
- Discuss the child's needs and the program's parameters with the parent;
- Discuss the child's needs and the program's parameters with school Educators and Resource Team (if applicable and with parent permission); and
- Consult with Children's Inclusion Support Services (CISS) to inquire about resources and possible funding for additional staff (if applicable).

Through these discussions and consultations, the OCCCC will assess the child's needs and its own resources to confirm that it can accommodate the child's special needs and exceptionalities. At all times, the OCCCC will comply with the Ontario *Human Rights Code*, R.S.O. 1990, c. H.19, and make all reasonable efforts to accommodate special needs and exceptionalities.

Failure of parents to disclose their child's special needs and exceptionalities (diagnosed or undiagnosed) at the time they make a request for a space could result in discharge from the program in order for the program to complete the steps for determining sufficient support, as per above. As per the Discharge policy, a child who is discharged could be eligible for readmission if the circumstances resulting in the discharge are resolved and a space becomes available.

### **Child Pick Up and Release**

On arrival and pick up times it is required that each child be signed in and out by someone (16 years of age or older). Only individuals whose names appear on the pick up list (on the Emergency Information Form) will be permitted to pick up the child, unless a written note or direct phone call 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 circumstances the staff person cannot withhold the release of the child; however, they are obligated to report their concerns to authorities immediately.

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

### **Emergency Contacts**

In keeping with the Child Care and Early Years Act, the Ottawa Catholic Child Care Corporation (OCCCC) 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 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). Upon registration, parents must complete 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 [occhildcare.ocsb.ca](http://occhildcare.ocsb.ca) website and/or on the programs' Twitter 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 Policy**

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.

Parents wishing to return to the program at a later date are required to register their child on the Child Care Registry and Waitlist (CCRAW) for readmission. Regrettably, no guarantee can be given that a space will be available when requested.

### **Discharge Policy**

1. Five-year-old kindergarten children will be discharged at the end of the summer program if no space is available in the school age program. They will be given priority for a school age space on the Child Care Registry and Waitlist (CCRAW), subject to the waiting list policy. In the event that more than one child is discharged at the same time, all children will be given priority and assigned spaces based upon the criteria set out in the waiting list policy.
2. Any child who turns 12 between January 1<sup>st</sup> and June 30<sup>th</sup> will be discharged from the school age program on the last day of the school year. Parents may ask permission for the child to remain in the program over the summer. Requests will only be considered if made in writing. Availability of space, program needs and individual needs will be considered in determining if an extension will be granted. Children whose 12<sup>th</sup> birthday falls between July 1<sup>st</sup> and December 31<sup>st</sup> will be discharged as of the end of the summer program.
3. A notice of discharge (or immediate discharge upon approval from the Executive Director) may be given to parents who fail to comply with the policies as outlined in the Family Handbook, including policies related to fee payment. A child who is discharged for this reason could be eligible for readmission when the circumstances resulting in the discharge were resolved and a space became available. As per above, parents wishing to return to the program at a later date are required to register their child on the Child Care

Registry and Waitlist (CCRAW) for readmission. Regrettably, 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 their child care experience, poses a safety risk to themselves or other children or staff, or deemed excessively disruptive to the program, the Supervisor will:
  - Advise parents of concerns.
  - Notify The OCCCC Executive Director

Any or all of the following actions may also be taken:

- Request immediate pickup of the child by the parent or an emergency contact if the child's behaviour poses an immediate and serious danger to the health and safety of themselves, other children or staff
- Develop a plan for improvement including a timeline with expected milestones and revised conditions of continued enrolment
- Reduce the days or hours that the child may attend the program, on a temporary or permanent basis
- Provide two (2) weeks notice of discharge, or immediate discharge (upon approval from the Executive Director)

Any improvement plan that is devised requires the cooperation of the parent(s). Failure to adhere to the revised conditions of continued enrolment in an improvement plan may result in two (2) weeks notice of discharge, or immediate discharge (upon approval from the Executive Director).

In assessing circumstances that may require the implementation of any of the measures outlined above, as well as in their implementation, the OCCCC will, at all times, act in accordance with the Ontario *Human Rights Code*, R.S.O. 1990, c. H.19.

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

### **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 1 to August 31) 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. Recurring 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 or money order 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 1<sup>st</sup> 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 to the Supervisor.

### **Fees**

**The Ottawa Catholic Child Care Corporation(OCCCC) is part of the Canada-Wide Early Learning and Child Care system (CWELCC). All updated fees for eligible children can be found on our website at: [occhildcare.ocsb.ca](http://occhildcare.ocsb.ca)**

**Current daily base fees are as follows:**

<b>Group</b>	<b>A.M.</b>	<b>P.M.</b>	<b>A.M. &amp; P.M.</b>	<b>Full Day</b>
Toddler	N/A	N/A	N/A	\$22.00
Preschool	N/A	N/A	N/A	\$21.45
Kindergarten	N/A	N/A	\$13.80	\$21.65
School Age	\$12.48	\$12.48	\$24.96	\$39.20

Additional non-base fees to be noted are as follows:

<b>Non-Base Fees</b>	<b>Fee</b>
Late Pick-up	<p>During the first occurrence a letter is provided outlining the following non-base fees</p> <ul style="list-style-type: none"> <li>● A charge of ten dollars (\$10.00) for the first fifteen minutes or any part thereof.</li> <li>● A five dollar (\$5.00) charge for each additional five minute period or any part thereof.</li> </ul>
Registration cancellation prior to start	<p>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)</p> <ul style="list-style-type: none"> <li>● A one-time administration non-base fee of \$35.00 will be charged and withdrawn from the designated account.</li> </ul>

Duplicate Tax Receipts	<p>Duplicate receipts will be issued only when requested in writing by the parent.</p> <ul style="list-style-type: none"> <li>● A non-base fee of \$10.00 will be charged for this service.</li> </ul>
Returned Fees	<p>In the case that a withdrawal is unsuccessful due to insufficient funds or any other reason.</p> <ul style="list-style-type: none"> <li>● A \$20.00 non-base fee will be charged to offset administration costs.</li> </ul>

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:

Mat Siviero - [mat.siviero@occhildcare.ca](mailto:mat.siviero@occhildcare.ca)

Fees must be paid through a direct-withdrawal system. At the time of registration, parents purchasing care will receive an authorization form for direct withdrawal. An individual payment schedule will be provided.

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 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 on the 8<sup>th</sup> of each month for the previous month's child care fees (or next business date if the 8<sup>th</sup> 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. ***For example, child care fees for the month of March would be withdrawn from your bank account on April 8<sup>th</sup>.***

Should parents have questions regarding the amount being withdrawn from their account, or if no amount is being withdrawn from the account, it is imperative that the program Supervisor be notified immediately.

Tax receipts are generated by the end of February for the previous tax year by our online registration system (Digibot). Parents can log into their account to download their receipt, even if they have left the program. Outside of tax season, parents can log in to the system at any time

and download a detailed statement of their billing history. A fee of \$10 will be charged to parents requesting tax receipts for 2022 or earlier as that was prior to our usage of an online registration system.

### **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.

Recurring 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 available for families. All families that require a subsidy must apply online to the Child Care Registry and Waitlist system at [Ottawa.ca/daycare](http://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.

### **School Suspension and Fees**

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

### **Lunch and Snacks**

All children attending the school age program eat their lunch at school with their fellow classmates.

On non school days the children will eat their lunch in the designated shared school space. Lunches should follow the Canada Food Guide (<https://food-guide.canada.ca/en/>). All containers must be labeled with the child's name and individual lunch bags must be kept cold with the use of an ice pack. A microwave is available however any food that requires heating must be fully prepared and packed in a separate microwavable container. For nutritious lunch ideas please speak with a staff member. In the event that a child forgets their lunch on a full day (ie: PD Day, March Break, etc.) the staff will call and notify the parents/guardian. If the family is not able to drop off the child's lunch prior to a scheduled meal time the child care will provide substitute snack-type foods to hold the child over until the family is able to drop off the meal.

A light nutritious snack is available to all children in the morning and afternoon. Snack menus are posted near the sign in/out book for parents to review. It is understood that children have food likes and dislikes, and some may occasionally experience a reluctance of sorts when it comes to trying new foods. In an effort to ensure that there is always something of interest on the menu, 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 favourites 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 fairness and an emphasis on health around the snack table. Snack time can be a unique social experience whereby children and staff can discuss many topics and develop new skills. By having the children and staff develop the menus together, in some instances prepare and serve it together and enjoy the same foods together it is hoped that snack time will be a positive experience for all.

Please be aware that there may be students in our school/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 so that they may discuss with you any safety concerns.

**Due to life-threatening allergies and food intolerances in the program, no outside food may be provided or donated for consumption by the children.**

### **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. All children should have proper footwear

(i.e. running shoes or athletic sandals with good grips and heel straps), at the centre at all times.

All clothing must be labeled. All children go outdoors daily in all weather. Please ensure your child dresses appropriately (i.e. Winter: snowsuit, hat, boots, mittens x 2 pairs, extra socks.

Spring/summer/fall: splash pants, rain jacket, sweater, rain boots, light mittens, sun hat).

### **Outdoor Play and Extreme Weather Alerts**

Children will have scheduled outdoor programming daily. Timelines for outdoor play may fluctuate depending on the age group and weather conditions. Staff are continuously monitoring the weather and adjusting outside time accordingly.

During inclement weather or extreme weather warnings, the program ensures to take all necessary precautions, including having additional shade structures set up, regular water breaks, water play, and to possibly reduce outdoor times if the staff in the program feel that the temperatures are too warm or cold. An alternative could also be to move play indoors if the staff in the program deem that outdoor play is not appropriate at that time.

### **Rest Period**

As per licensing requirements, a daily rest period of approximately 45 minutes will be offered to Kindergarten age children on non-school days. The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required. While it is understood that parents may at times not want their child to sleep during the day, staff are not permitted to actively keep children awake. Please provide your child with their own blanket from home; this will facilitate a happier rest period. Small pillows and soft sleep toys are also welcome for this time of day.

## **Health**

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

1. A fever of 100.4°F/ 38°C or higher, (must be fever free 24 hrs before re-admittance to child care)
2. Two or more episodes of vomiting (48 hours symptom free)
3. Two or more liquid bowel movements (48 hours symptom free)
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 1<sup>st</sup> treatment. The Supervisor will provide you with additional information and a form to complete.

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

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

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

As per the 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 Ottawa Catholic Child Care Corporation's (OCCCC) policy and individual plans for children with life threatening allergies are reviewed with all staff, supply staff, students and volunteers upon employment and/or placement and annually thereafter.

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

Children with serious allergies will not be admitted into the program without the required medication to treat the symptoms of the allergy. When the medication expires, parents are responsible for immediate replacement.

Should a parent wish to remove the requirement for life saving medication (epipen / inhaler), a doctor's note indicating it is no longer required must be received by the Supervisor in order for the child to remain in care.

**Due to life-threatening allergies and food intolerances in the program, no outside food may be provided or donated for consumption by the children.**

## **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.

“Over the counter products” such as; sunscreen, diaper cream, lip balm, moisturizing skin lotion and hand sanitizer can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment. A single blanket form will be included with your registration package (or available upon request) authorizing consent for the application of these products when required.

### **Sunscreen**

Our sunscreen program operates from May to September. Children must bring their own sunscreen and it should not be shared. All children must arrive at child care with sunscreen already applied. If children require assistance to reapply sunscreen, our staff will assist and will exercise proper hand hygiene when doing so. We do not allow spray sunscreens due to health and safety concerns. All containers must be labeled with the child’s name 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 is 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.

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, it is recommended that the child be examined by a medical doctor or nurse practitioner before returning to the program.

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 program.

Should your child sustain a head injury at the program, 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, please inform the Supervisor and provide the program with a completed *Medical Assessment Form* upon return.

## **Code of Behaviour**

The Ottawa Catholic Child Care Corporation (OCCCC) 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 or staff. Any forms of physically or verbally 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® 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 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 Ottawa Catholic Child Care Corporation (OCCCC) 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®)

### **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 themselves 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 their 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 partners. The code applies on school property, on school buses, at school-authorized events or activities or in other circumstances that could have an impact on the school climate.

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

### **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 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)].

### **Supervision of Older Children**

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

- The room/area where the children are to be should be adjacent to or at least close to the main room where the Educator will be (hallway, foyer or other space).
- The Educators must check on the children periodically.

- The activity engaged in should be preplanned and based on the children’s interests.
- The number of children out of the room should be a small group and reflect the activity that the children are engaged in.

### **Accessibility Policy**

The Ottawa Catholic Child Care Corporation (OCCCC) 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 included 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 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. Please see the Special Needs and Exceptionalities section of our Waiting List policy for more information.

### **Supervision of Volunteers and Students**

In compliance with the Child Care and Early Years Act, the Ottawa Catholic Child Care Corporation (OCCCC) 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.

### **Emergency Management Policy**

“Emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre.

#### **Roles and Responsibilities of Staff During an Emergency**

Staff will follow the emergency response procedures outlined in this document to ensure that children are kept safe, accounted for and supervised at all times during an emergency.

#### **Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency**

Any child/adult at the child care program that would require additional support in the event of an emergency must have a specified plan outlined and posted in the child care program. This may include Individual Support Plans, Medical Plans and Anaphylaxis Plans. This must include a description of any supports or aids, adaptations or other modifications required to ensure the child's safety in the event of an emergency. These plans must be developed in consultation with a parent of the child/adult. Designated staff members should be tasked with a specific role in accounting for the child and the required modifications/medications in the event of evacuation.

For any emergencies involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

### **Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency**

In an emergency, staff are to have the following pre-assigned duties:

- Retrieving the emergency information and current attendance record. Checking the number of children against the attendance record. If parents arrive before the attendance is taken, they must wait for attendance to be completed before the child is released to their care.
- In an evacuation, search the premises, if safe to do so, including washroom areas, closets and other hiding places for children, to ensure that all persons have left the building. Closing all doors and ensuring that the building is locked after everyone has vacated it.
- Staff are to conduct ongoing visual checks and head counts of children and maintain constant supervision.
- Staff should do their best to engage children in low physical quiet activities, where possible.

#### **Evacuation:**

In the event of the need for evacuation, the children will be evacuated to the program's emergency shelter as per our Fire Evacuation Procedure until emergency teams deem the school/centre safe to return to. Staff are to inform Child Care Services of their need to evacuate. Should the children not be permitted to return to the school/centre, staff will contact parents by phone for pick up and advise them of the location of the Emergency Shelter. A plan for children who require additional support and/or have Individual Medical Plans and medication must be developed along with the evacuation procedure.

*Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.*

#### **Local Emergency Response Agencies**

- Emergency: 911
- Poison Information Centre: 613-737-1100
- Ottawa Fire Services: 613-580-2860
- Ontario Provincial Police: 888-310-1122
- Ottawa Police: 613-236-1222

#### **During School Hours:**

#### **Shelter in Place:**

This is the lowest level of response to a threat. This emergency procedure will be initiated when a potential threat exists outside the building and school personnel are present. Staff and children must remain inside the locked school for safety reasons. Children who are outside will be brought inside immediately.

#### **Reasons for initiating Shelter in Place:**

- extreme weather (hailstorms, severe lightning)
- environmental issues (wildlife near the school, forest fire, gas leak)
- incident involving emergency response close to the school (traffic accident with serious injuries)
- possible threatening situation which has not yet been investigated or confirmed
- any other circumstance where the school principal/child care supervisor needs to ensure student safety

**The staff will reassure the children that there is no imminent threat and they are safe while they remain inside the school.**

- exterior school doors are locked, and all windows are closed
- lights stay on, and the classroom door is kept open
- regular classroom instruction continues

#### **Secure School / Centre:**

This is a moderate level of response to a threat. This emergency procedure will be initiated when a potential threat exists inside or outside of the building. Staff and children must remain inside their designated space with the doors closed and locked. All exterior school doors and windows will also be locked. Children outside the building or centre will be immediately directed to the closest classroom or safe area of the building.

#### **Reasons for initiating Secure School:**

- emergency situation inside the school where people moving around might prevent authorities from doing their job (police, fire, medical)
- incident involving emergency response close to the school (traffic accident with serious injuries)
- investigation of a bomb threat, but immediate evacuation is not required
- an intruder is suspected to be a possible threat to staff or child safety
- possible life-threatening situation which has not yet been investigated or confirmed
- any other circumstance where the school principal/child care supervisor needs to ensure child safety. The staff will reassure children that they are safe while they remain inside the Child Care / shared space.

- exterior school doors and windows are locked
- lights stay on, and the classroom/space/area door(s) is closed and locked
- regular activities continue
- children are not allowed to leave the Child Care / shared space
- medical or washroom emergencies are addressed individually by staff
- If a child has an urgent medical or biological need, staff will call the Supervisor to ask for help from any available staff member. This staff member will escort the children to the washroom.

Children are not allowed to leave the building. Parents, children or outside visitors will not be permitted to enter the school. During regular school hours, parents will receive an email and/or phone call indicating that a Secure School has been initiated. This will also be posted on the Board / School website and sent out through social media. Another message will be sent out once it has ended. If the situation changes to an active threat where serious injury or death is imminent or occurring, Lockdown procedures will be initiated.

### **Lockdown – The highest level of security**

This is the highest level of response to a threat. Staff call 911, and everyone must remain silent, out of sight, with the lights off, and behind locked doors. Once the police arrive, they take command of the school and direct the response. Once the school is released from Lockdown, a Secure School procedure is implemented.

### **Reasons for initiating Lockdown:**

- an intruder is suspected to be a possible threat to staff and child life or safety
- imminent danger is present on the school site, and the safety of all is threatened
- any other circumstance where the school principal/child care supervisor needs to ensure child safety

### **The staff will reassure children that they are safe while they remain in Lockdown mode.**

- exterior school doors and windows are locked
- lights are turned off, and the room door is closed and locked
- children are not permitted to leave the room
- staff and children stay silent and hidden away in the safest area of the room

Police will not allow children to leave the building. Parents, children or outside visitors will not be permitted to enter the school while it is under the direction of the police. Since all areas of the school will be in Lockdown, the main office will not be able to receive phone calls. During regular school hours, parents will receive an email and/or phone call indicating that a Lockdown has been initiated. This will also be posted on the Board / School website and sent out through social media. Another message will be sent out once it has ended.

## **Non-School Hours:**

### **Security of the Children During Other Emergencies:**

- If a parent in the program is speaking inappropriately [i.e. speaking about other children or swearing], they are asked to accompany a staff member into the office to continue the conversation. If they do not, the children are removed from the room [when staffing allows].
- A parent who is anticipated to be aggressive should only be approached by the senior staff in the program at that time.
- If a parent shows signs of being dangerous, staff will call 911. Procedures should be in place in advance [code words, who takes the children, who calls 911, etc.]
- Where possible, staff will not be alone in the room with an irate parent.
- If a parent arrives “under the influence,” staff may suggest calling a cab. If staff deems it necessary, they should call the police to let them know an inebriated person is driving with children in the car.
- If staff learns there is an intruder in the building, the program doors should be locked immediately, and the children should be moved to an area that is not visible from any windows. Staff in other areas of the school should have this information communicated to them via walkie-talkie.
- If unleashed wild/threatening animals enter the yard, children will be taken inside immediately.
- A designated staff may carry a cell phone in the event of an emergency and/or field trip.
- Refer to Field Trip Policy when off-premises.
- Parents will be informed by staff verbally or by phone call/email from the Supervisor if necessary after emergency procedures have been required during non-school hours.

### **Transportation to Medical Facility**

If a child requires transportation to a medical facility by ambulance, a staff member would accompany the child, and the parent would be asked to meet them at the hospital.

If a staff member requires transportation to a medical facility by ambulance, their emergency contact would be called and asked to meet the ambulance at the hospital.

### **Communication with Parents:**

As soon as possible, the Supervisor/Designate must notify parents/guardians of the emergency and that the all-clear has been given. Where disasters have occurred that did not require evacuation of the child care centre, the Supervisors/Designate must provide a notice of the

incident to parents/guardians by email.

If normal operations do not resume the same day that an emergency situation has taken place, The Supervisor/Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

### **Resuming of Normal Activities:**

When emergency procedures are no longer required, the Supervisor/Designate will alert all staff that everyday activities may resume. If modifications to the schedule or space are required to resume activities, the Supervisor will inform all staff of those changes.

The designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. Staff must:

- Take attendance to ensure all children are accounted for;
- Escort children back to their program room(s), where applicable;
- Take attendance upon returning to the program room(s) to ensure that all children are accounted for, where applicable; and
- Re-open closed/sealed blinds, windows and doors.

### **Recovery from Emergencies:**

The day after an emergency situation, staff are to regroup with the Supervisor and, under the advice of CCS, review procedures and the possible need for any modifications for the future.

It is recognized that after emergencies, some children, parents and/or staff may require support in understanding the occurrence and resuming a feeling of safety in the program. In such circumstances, and under the advice of CCS, staff will have thoughtful and respectful conversations with individuals and/or groups where necessary and appropriate.

### **Evacuation Plan**

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

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 has been initiated. Another message will be sent once it has ended.

## **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.

## **Homework Time**

A homework period for grades 1 to 6 is included as part of the daily after school routine. It is hoped that allocating a short period of time where homework is the only activity, will assist students by getting them started.

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

## **Use of Technology**

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

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

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

- The use of electronic devices is solely for the completion of homework assignments during the designated “Homework Club/Time” in the program.
- Electronic devices are only to be used with the permission of an Educator in the program.
- All children attending OCCCC programs will abide by the acceptable requirements outlined in the Ottawa Catholic School Board’s Acceptable Use of Technology Agreement. This agreement is provided to your family by the school. It is to be reviewed and signed by both student and parent at the beginning of each school year. If your child does not attend an OCSB school, a copy of the agreement will be provided for you to review and sign.
- The children are responsible for the security and care of their electronic devices, and will store their device in their school bag when not in use.

- Children wearing any sort of smart-watch must have it in “school mode” while at child care so that it cannot be used as a communication device.
- It is understood that the OCCCC is not responsible for any loss, theft, or damage of personal electronic devices. Please note that school bags may be left in areas that are unsupervised.

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

### **Parental Involvement**

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

### **Parent Communication**

All staff strive to maintain ongoing communication between the centre and parents. Communication may include monthly newsletters, tweets on the centre’s Twitter account as well as reminders sent using Digibot (online registration provider). Suggestions are welcomed and the staff is happy to make time to sit down and discuss any concerns. Please remember that at arrival and departure times the centre is often very busy and staff may not have the time or privacy to discuss a concern or issue that you may have regarding your child. Appointments to discuss a concern can be made if needed. If you have any concerns regarding your child at any time please contact the Supervisor.

### **Confidentiality**

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

### **Safe Arrival and Dismissal Policy**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **Policy - General**

The Ottawa Catholic Child Care Corporation will ensure that any child receiving child care is

only released to the child's parent/guardian, or an individual that the parent/guardian has provided written or phone authorization for, or who the parent / guardian has indicated upon registration is an emergency contact for the family.

Where a child does not arrive in care as expected, or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

When accepting a child into care at the time of drop-off, program staff in the room will:

- greet the parent/guardian and child.
- where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed as an emergency contact or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff will:

- inform the Supervisor and they must commence contacting the child's parent/guardian
- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian, or an individual that the parent/guardian has provided written authorization that the child care may release the child to, or who the parent / guardian has indicated upon registration is an emergency contact for the family.

Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), the staff will:

- ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (closing time)**

Where a child has not been picked up at closing time, the staff will:

- reassure the child that someone will arrive soon, offer a snack and activity while they await their pick-up.
- contact the parent/guardian by phone (leave message if necessary) and advise that the child is still in care and has not been picked up.
- Where the staff is unable to reach the parent/guardian, the staff shall proceed with contacting the emergency contacts for the family (leave message if necessary) and advise that the child is still in care and has not been picked up.
- Where a parent/guardian or emergency contact does not appear on-site by 6:15 p.m. without having contacted program staff, they will be considered extremely late or a no-show. In the event of a no-show, the staff will contact their Supervisor if the Supervisor is not at the program. Either the Supervisor or the staff will then contact, in order, one of the following by phone:
  - a) Coordinator or Assistant Coordinator
  - b) Executive Director
- Where we have not heard from the parent/guardian or emergency contact by 7:15 p.m. the Coordinator, Assistant Coordinator or Executive Director will direct staff to contact Children's Aid Society (CAS) and follow their direction.

### **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

### **Children's Inclusion Support Services (CISS)**

As a licensed child care provider, we believe children of all abilities and diversities should have equitable access to quality child care programs and be supported in learning through play along with their peers. To best facilitate this process, our programs are supported by Children's Inclusion Support Services.

Children's Inclusion Support Services (CISS) provides support to licensed child care programs that promote the inclusion of children with special needs within the City of Ottawa. There are a variety of supports that may be visible within our programs, such as the following:

#### **Resource Consultants**

The Resource Consultant provides consultative support on an ongoing basis to various child care programs by suggesting strategies for adapting activities and providing training to ensure a positive inclusion experience for everyone. Using a team approach, the Resource Consultant facilitates the development of a functional Collaborative Inclusion Plan.

## **Behaviour Consultants**

The Behaviour Consultant provides consultative support, in collaboration with the Resource Consultants, to child care program teaching teams to assist in the development of skills to meet the challenging behavioural needs of children.

## **Inclusion Facilitators**

The Inclusion Facilitator supports the implementation of recommended strategies and developmental programming in licensed programs throughout the city of Ottawa by supporting the transfer of knowledge and skill development to teaching teams.

CISS works to support the program from an approach that is not limited to individual children but the program as a whole. Any of the above supports may be visible within all our programs in all age groups.

For more information on CISS, please visit: <https://www.afchildrensservices.ca/childrens-inclusion-support-services/>

## **Field Trips**

Occasionally the children will go on special outings. Parents will be notified of any pre planned outings 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.

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

## **Gift Giving**

The Ottawa Catholic Child Care Corporation (OCCCC) 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, but if gifts are going to be given we encourage families to think of the following options; letters of appreciation, homemade gifts, a charitable donation, or small tokens of gratitude to be shared amongst all Educators.

## **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 Executive Director of Child Care Services are welcome should the situation require it. Contact information can be found in the Family Handbook located on our website <https://occhildcare.ocsb.ca/>

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

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

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect to the Children's Aid Society. For more information

Please visit; [www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx)

**Parent Issues and Concerns Policy and Procedures**

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 Child Care 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 Child Care Services if further investigation is required	Document the concern on Program Concern form  Notify the appropriate parties (Supervisor, Child Care Services)
Staff Related	Raise concern with staff and / or Supervisor  Raise concern with Child Care Services if further investigation is required	Ensure investigation is complete and parent/guardian is provided with follow-up
Supervisor Related	Raise concern with Child Care Services	

**Toys From Home Policy**

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 devices (for exception see Use of Technology), collectable card set, etc., is brought to the centre; the staff will require that the item be secured in the office for the day. The item will be returned to you in the evening and you will be asked to ensure that your child does not bring such items to the centre in the future. The centre will not be held responsible for the loss or damage of items that are not retrieved or which are in napsacs 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 any time).

## **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

## **Community Helper Initiative**

In keeping with the Ottawa Catholic Child Care Corporation's (OCCCC) philosophy and objectives the *Community Helper Initiative* was established in 1998. The initiative is intended to promote a sense of responsibility to the community and an awareness of the various needs of communities, through service projects initiated by, and/or participated in by the children of our programs.

In an effort to teach the children about their community and their role in it, each child care centre incorporates a "Community Helper" component to their programming which encourages an ongoing focus on this initiative.

The OCCCC encourages this initiative by providing access to funds that may enhance an activity or offset costs incurred in order to participate in certain activities.

## Appendix A

### Guidelines For Separated Families

**\*Please see the guidelines below regarding procedures related to 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 the family be reluctant to provide the Supervisor with all requested paperwork, the Executive Director should be notified and a letter may be sent to the family 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.

#### 1. Overall Expectations

In keeping with the OCCCC 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 our primary concern. 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 forms must be completed in the case where parents have joint/shared custody. *Emergency Contact Authorization* forms must be completed for all emergency contact people listed, and may be viewed in the child's Digibot profile by both parents.

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. Only the fee paying / subsidized parent will have access to the Digibot account for their child.

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

Tax receipts are generated by the end of February for the previous tax year by our online registration system (Digibot). Parents can log into their account to download their receipt, even if they have left the program. Outside of tax season, parents can log in to the system at any time and download a detailed statement of their billing history. A fee of \$10 will be charged to parents requesting tax receipts for 2022 or earlier as that was prior to our usage of an online registration system.

#### 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 redacted) 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 the OCCCC 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. Injury reports will be provided to the pick up parent to sign and then placed in the file.

#### 9.Confidentiality

In keeping with OCCCC 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.

## 10. Full Days for Kindergarten and School Aged Children

Full days (Christmas, March Break, PD Days and Summer) are sold separately for 4 - 12 year olds. Separated families must let the program know if they will be altering their fee percentages for these full days. Without any notification from the parents, regular split percentages will be applied to all full days of care.

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 Executive Director is the Chief Privacy Officer for OCCCC and is responsible for ensuring compliance with this Privacy Policy. The Executive Director 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 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 Office.

**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

Email Address: [holly.overhoff@occhildcare.ca](mailto:holly.overhoff@occhildcare.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,

Ottawa, Ontario

K1A 1H3

Toll-free: 1-800-282-1376

Phone: (613) 995-8210

Fax: (613) 947-6850

TTY: (613) 992-9190