**Omni Learning Center**

**PROGRAM STATEMENT AND PARENT HANDBOOK**

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January 2024

*Welcome* *to* *Omni* *Learning* *Center.* *We* *are* *excited* *that* *you* *have* *chosen* *our* *preschool* *program* *and* *look* *forward* *to* *getting* *acquainted* *with* *your* *family.*

**POLICY STATEMENT ON PROGRAMMING AND PEDAGOGY**

Omni Learning Center offers a learning program that is consistent with Ministry of Education policies, pedagogy, and curriculum. Some of the Ministry documents we reference in our program include the following:

* How Does Learning Happen? Ontario’s Pedagogy for the Early Years
* Ontario Early Years Framework
* Ontario Early Learning Framework
* Think Feel Act: Lessons from Research About Young Children
* Early Learning for Every Child Today

Since we know that children learn best by pursuing their personal interests and goals, children make their own choices about materials and activities during the program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults.

Children are competent, capable, curious, and rich in potential.

OMNI recognizes each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

We provide an environment that fosters curiosity, one that allows children to explore. We believe that every child deserves a safe and caring environment (a place where children want to be and where they feel “at home”), in which to grow and develop to their maximum potential.

We understand the importance of taking children’s stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community, and life experiences. In each case, we aim to integrate all areas of the child’s development into our program in a holistic way.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

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

Children’s interests are valuable to their learning and offer a rich variety of experiences.

The type of activities we offer daily include:

* drama, music, dance, and art
* physical activity
* language and literacy
* nature, science, and technology
* construction and design
* daily opportunities for physical active play

Our programs are designed to:

* encourage children to interact and communicate in a positive way and support their ability to self-regulate
* foster the children’s exploration, play and inquiry
* provide child-initiated and adult-supported experiences
* offer opportunities to create authentic lasting relationships with others in the program

**Health, safety, and well-being of children**

We know that the early years set the foundation for children’s health and well-being.

* The brain's architecture is shaped by a child's interactions and relationships with parents and other significant people in their lives.
* Early brain development is stimulated through experiences and interactions with responsive adults.

We understand that the first step in establishing and nurturing health, safety, and well-being for children in our programs is through the connections they make with the program staff, volunteers, and students on placements.

they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses, and understand the consequences of their actions. We are continually learning about how to create learning environments and programming that helps support children’s self-regulation—to help children remain or return to a state of calm.

**Positive self-expression, communication, and self-regulation**

At OMNI, our inclusive program leads to children’s sense of belonging. Positive learning environments and experiences, focused on active play-based learning, encourage children’s communication, self-expression, and self-regulation.

We strive to be aware of, foster, support, encourage, respond to, and document the many ways in which children express themselves, the many tones with which they articulate their ideas, the variety of languages they use to communicate. We also strive to honour and reflect children’s home language and culture in our programs.

In our inclusive learning environment, we welcome children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning.

Here are some of the ways in which we create an inclusive environment in our programs:

• Recognize each child as having equal rights to participate in program activities, trips, and events.

• Recognize and respect the unique qualities of each child and family, including ancestry, culture, ethnicity, race, language, gender, gender identity, sexual orientation, religion, socio-economic status, family environment, and developmental abilities and needs.

• Establish programming strategies to foster an inclusive learning environment in which every child can participate.

• View the diversity of children and families as an asset, and plan programs to reflect differences and enrich the environment.

Our programs focus on active play-based learning as the way that children naturally learn best. It is their natural response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning. Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child’s unique learning style and capitalizes on his or her innate curiosity and creativity.

Our program also supports children’s self-regulation, their ability to deal with stress and remain calm, alert, and ready to learn. When children are calmly focused and alert, they are best able to modulate their emotions, pay attention, ignore distractions, inhibit their impulses, and understand the consequences of their actions. We are continually learning about how to create learning environments and programming that helps support children’s self-regulation—to help children remain or return to a state of calm.

**Parent engagement and communication**

OMNI aims to foster outreach, engagement, and communication with families about our program and their children’s learning experiences. We believe that families are experts on their children. Sharing knowledge is integral to the success of your child.

OMNI aims to ensure that families have the support of available, affordable, safe, reliable, high quality licensed childcare for their children, which ensures parents peace of mind while their children are in the program. Respect, care, empathy, trust, and integrity are core values in all our interactions with families.

We know that our partnerships with our families help our program to best meet the needs of the children:

* Families form the foundation for a child's early development. Families know their children best and are the first and most powerful influence on learning and development.
* The needs of each child are considered in the context of their family composition, values, culture, and language. This approach enriches relationships between early childhood settings, families, and their communities.
* We involve parents and other important adults in various events and activities at our programs. This connects them to their children's early development and enhances the child's learning.

At any time throughout the year, parents are welcome to contact the Staff at OMNI to provide feedback and express any concerns they may have about the program. Parents are provided information and support responsive to their needs.

**Community partners**

OMNI is committed to involving local community partners and to engaging those partners in supporting the children, families, and staff.

We also have community partners—individuals and agencies who support OMNI children and families financially or through in-kind support. We collaborate with these partners and continue to create more opportunities to expand these relationships on behalf of our children and families.

**Supporting staff in continuous professional learning**

OMNI is committed to hiring, training and compensating staff. We hire staff who have a positive and sensitive attitude towards children. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. We believe that everyone has worth and value, and all staff are entitled to be respected, supported, and treated fairly.

OMNI staff foster children’s inquiry and creativity. Staff plan on a daily basis based on the observations that they make on children’s interests. In this way, learning is extended, leading to deeper investigation with materials and the environment. Staff plan for and create positive learning environments and experiences in which each child’s learning and development will be supported.

Through positive adult-child interactions, staff work closely with children to extend their learning by encouraging children to build upon their existing knowledge. Our staff develop an intentionally planned program that supports early learning.

We believe that knowledgeable and responsive early educators:

* Recognize that responding to the unique abilities, needs, and characteristics of each child, family, and community is central to supporting learning and development.
* Engage with children as co-learners as they explore their environments.
* Provoke children's thinking, create meaningful programs, and guide interactions with children and their families.
* Use a warm and positive approach to support children's developing ability to express emotions and take other perspectives.
* Know when to stand back and observe and when to enter children's play to stimulate thinking.
* Make a commitment to build self-awareness, regularly reflect on practices and engage in new learning experiences, both individually and with colleagues.

Staff working in our centre have completed studies in the field of early childhood education and are registered with the College of Early Childhood Educators. Professional development opportunities are available to staff, on an ongoing basis, throughout the year. Each year, a variety of workshops and courses are offered to all staff.

Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learn with children and each other as self-reflective professionals.

**Documenting and reviewing the learning program at OMNI**

We understand that pedagogical documentation is a way for our staff to learn about how children think and learn.

Our staff conduct observations of children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children’s behaviour, to find meaning in what children do and experience. The purpose of our documentation is also:

• A way to value children’s experiences and help them to reflect on those experiences and what they have been learning

• An opportunity to make children’s learning and understanding of the world visible—to themselves, to other children, to their parents and other families, to the program staff

• A way to reflect on developmental growth over a period

• A process for program staff to co-plan with children about learning

• A dialogue with families about children’s experience and an invitation for parents to add their own documentation about their children’s learning

• A self-reflection opportunity for program staff, as they participate in continuous professional learning

Through pedagogical documentation staff will endeavor to:

• Make children’s learning visible.

• Understand what children are thinking through the course of their experiences

• Explore how children learn and what they are passionate about

• Capture how children’s learning and their understanding and experiences change over time.

The program statement and various policies are reviewed with all staff, students on placement and volunteers prior to commencing work with the children and annually thereafter. Area Managers document the behaviour management practices of each staff three times a year and follow up on any areas of concern.

The Program Statement is implemented by staff reviewing and signing off, having daily dialogue about the program, allowing staff time to plan for programming.

**Prohibited Practice for staff**

When disciplining a child, a staff member, student, or volunteer shall not use corporal punishment, including but not limited to:

* Corporal
* punishment a child (which may include but is not limited to hitting, spanking, slapping, pinching)
* Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the child from hurting himself, herself, or someone else and is used as only a last resort and only until the risk of injury is no longer imminent
* Locking the exits of the childcare centre for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures
* Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self- respect, dignity, or self-worth
* Depriving the child of basic needs including food, drink, shelter, toilet use, clothing
* Inflicting any bodily harm on children including making children eat or drink against their will

**\*\*\*Contravention of a prohibited practice will result in immediate termination\*\*\***

Parents and others who use prohibited behaviour management practices during the operation of the program will receive a verbal warning, a written warning and then dismissal. Failure to comply could result in prohibited access to the premises.

**INCLUSION**

Omni follows the Child CareAdvocacy Association of Canada’s definition of inclusion, which is: “Child Care inclusion means that all children can attend and benefit from the same childcare programs assuring that children with disabilities get the supports they need to benefit from childcare. The principle of inclusion fully incorporates basic values that promote and advance participation, friendship and a celebration of diversity.”

**CHILDREN** **WITH** **SPECIAL** **NEEDS**

Omni views all children as competent and capable, curious, and rich in potential. This view helps staff focus on the strengths of each child rather than their needs and deficits. Getting to know each child and learning about their unique abilities, characteristics, and growth, allow us to share new and relative information to update individualized support plans and to create environments and experiences that best support the learning and development of each child.

Omni is committed to integrating children with special needs into its programs. We work closely with the Resource Consultant program at Family Space. Programs are structured to accommodate the individual program plans of each child and are reviewed monthly (or sooner if necessary) to ensure that they are kept up to date and meeting the current needs of the child. The Resource Consultants and staff at Omni meet weekly to discuss progress of the children in our childcare programs. Meetings are documented and notes are kept on file for all staff to review. Childcare staff who have a concern regarding child development consult with the parent and provides information about the enhanced staffing programs and an agreed upon referral is sent to the Resource Consultant program.

Resource Consultants work with parents, staff, and other professionals in the community to develop and implement individual strategies and supports for children with special needs. Resource Consultants also supply training and support to staff as needed.

If parents of children with special needs do not grant permission to seek the support of Resource Consultants, the program may not be able to accommodate the special needs of children without impacting upon the quality of care. Every effort will be given to ensure inclusion, but enhanced staffing is only available in consultation and referral process with Resource Consultant program, parents, and our staff.

**INDIVIDUAL** **SUPPORT** **PLANS** **AND** **THE** **RESOURCE** **CONSULTANT** **PROGRAM**

Parents are met with to discuss their child’s needs and to give consent for the referral. If consent is not given, the parents, staff and special needs manager meet to come up with an individualized program for the child. If this plan is not sufficient to allow the child to become successful in the program, and the parents will not allow further assistance from the Resource program, it may not be possible to accommodate the needs of their child without impacting upon the quality of care.

Each child with special needs will have an individualized support plan outlining how the child will be supported by the centre and what supports are needed to help the child function and participate in the program. Supports include such things as; adaptations or modifications to the physical, social, and learning environment, or supports and aids in the form of specialized equipment. All staff will be aware of any adaptations needed and shown how to use any special equipment needed by the child.

Resource Consultants take the lead developing the Family Directed/Child Care Centre plan in collaboration with the family, and childcare staff. As part of the development of the plan, information is gathered from the parent, centre staff and other professionals involved with the child, from assessments, screening tools, etc. This plan outlines background information, child specific information, pertinent medical information, and steps to achieve goals identified. This unique plan encompasses both parental and centre priorities in one document. When appropriate for the child’s age, the child may also be part of this process.

The goals for the childcare program are individualized and are developed based on the child’s and family needs, parental requests, childcare program requests, etc. The Resource Consultants meet with the classroom teacher monthly (and enhance support worker if applicable) to review the plan, and to develop goals and strategies for implementation in the centre and to make revisions if necessary.

All information contained in the plan must be agreed upon by the family. Action items in the plan will be reviewed at each visit to the centre. Goals and strategies in the plan will be updated every six months. The full plan will be updated annually.

With parental consent, a copy of the Family directed/Child Care Plan will be kept on file at the childcare program. All individuals giving input into the plan are listed on the plan and sign verifying their involvement.

**ENHANCED** **SUPPORT**

Children requiring Enhanced Staffing support must be referred to the Resource Consultant Program with Family Space.

The centre staff and the Resource Consultant with Family Space will discuss the need for enhanced support and brainstorm alternative options as a starting point ex; room setup/environment, routines, transitions, etc.

If the centre staff and the Resource Consultant determine Enhanced Support is required, they will meet to complete the Enhanced SupportApplication form.

The child must meet the specific criteria outlined in the definitions to qualify for enhanced support staffing.

The enhanced SupportApplication must be signed by the classroom teacher and the Resource Consultant and submitted for approval to the appropriate agency.

Once approved the Resource Consultant will be available to consult with the classroom teacher and the enhanced support staff to provide recommendations, model techniques, when necessary, brainstorm strategies, and adapt the individual plan as required. The team will review the enhanced Support application and the recommendations regularly.

The Enhanced SupportApplication will be updated as required.

**CHILD** **DEVELOPMENT:** **Nippissing** **Developmental** **Screen**

Omni provides information to parents, staff, and caregivers to ensure that all are aware of developmental milestones that children should be reaching. The most effective way to ensure this happens is to make the Nippissing District Developmental Screen available to all parents, staff, and caregivers. All of the screens: 1 month, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2years, 30 months 3 years, 5 years and 6 years can be obtained at the centre.

Families are encouraged to complete the appropriate age Developmental Screen on their child.

**PROGRAM DEVELOPMENT-EVALUATION**

Programs are licensed by the Ministry of Education and follow the requirements and guidelines of the Child Care and Early Years Act (2014) (CCEYA). Programs are evaluated regularly to reflect changes within the Act. Managers/supervisors shall ensure that the approaches set out in the program statement are implemented in the program daily. All individuals working as qualified staff must hold current membership with the College of Early Childhood Educators. Staff plan programs at monthly staff meetings and enhance their skills through professional development. Parent input is requested through questionnaires. Posted program plans and other topics of interest are on our main bulletin board for your information and input.

Our facility can accommodate up to sixteen (16) children, offering inclusive childcare from two to five years of age. Registration packages for all programs can be obtained on-site from a teacher.

**DAYS** **AND** **HOURS** **OF** **OPERATION**

Our facilities can accommodate up to 64 children, ages 30 months or older but younger than 6 years of age. We have four classes; each class can accommodate up to 16 children. We can have three children under 24 months in each class as long as we feel that the child can follow the routine of the program.

Our program is as follows; Monday /Wednesday morning 8:50 am to 11:30 am, Monday / Wednesday afternoon 12:30 pm to 3:15 pm, Tuesday / Thursday morning 8:50 am to 11:30 am, Tuesday / Thursday afternoon 12:30 pm to 3:15 pm and Friday morning 8:50 am to 11:30 am. (excluding statutory holidays, Christmas break and March Break).

**ADMISSION** **AND** **DISCHARGE**

A visit will be arranged to familiarize you and your child with the surroundings, answer your questions, and complete admission forms prior to enrolment. A record of immunization is required from the Hastings & Prince Edward Counties Health Unit prior to enrolment. Until you and your child become comfortable with the drop-off routine, you are encouraged to stay with your child for a short period at the beginning of the day to reassure him/her and minimize fears.

Written notice of permanent withdrawal must be given two weeks in advance; otherwise, program fees will be charged. If you wish to temporarily withdraw your child, you will be placed on a waiting list until a permanent space becomes available. Omni Learning Centre may terminate services if policies contained in this agreement are not followed or fees not paid.

**WAITLIST POLICY**

A waitlist will be formed when full enrolment has been reached in the program.

Omni Learning Centre (OMNI) aims to facilitate families’ access to its programs. This policy is intended to ensure that OMNI has a clear registration and waitlist process for its programs, and that this process is in accordance with Omni’s obligations under the Child Care and Early Years Act, 2014 and its regulations.

**Procedures:**

Parents who wish to enrol their child in OMNI can register their child using the on-line registration process. If there is availability in the program that the parent is requesting, confirmation will take place and a tour will be arranged.

If there is no space available in the program that the parent is requesting, the child is automatically placed on the waitlist for that program.

OMNI does not charge any fees or request any deposits for registration on a waitlist or removal from a waitlist.

Space at OMNI is offered to waitlisted parents in accordance with priority. Children are placed numerically on the waitlist based on the date and time that the registration is received by OMNI. Children currently enrolled will have priority, and move to the top of the waitlist, over a child who is not currently registered. When a space in a program becomes available, parents will be notified via email or phone call.

Parents may inquire with respect to their waitlist status at any time by contacting OMNI. OMNI will disclose the child’s position on the waitlist to parents who have requested information about their status.

**Removal from a Waitlist**

Every three months from the date of registration, parents on the waiting list will receive an email asking them whether they would like to remain or be removed from the waiting list. Parents will be directed to click on a link in the email and select to "remain" or "remove" their registration for each child from the waiting list for each program.

If a parent does not indicate whether their registration on the waitlist should remain or be removed, a second reminder email will be sent after ten days.

Families will automatically be removed from the waitlist who have not responded to OMNI’s second email reminder of their intention to remain on the list within 10 days of the receipt of the second reminder email.

If, after having been removed from OMNI’s waitlist, parents’ circumstances change, and they wish to return, the parents must login, re-register and add the programs they require.

**Cancelling a Waitlist Registration**

Families who wish to cancel their registration on a waitlist must submit a request through their family profile.

**IMMUNIZATION**

The Child Care and Early Years Act stipulates that prior to attendance at a childcare program; children must have their immunization assessed at the Health Unit as recommended by the local Medical Officer of Health. Please complete the Day Nursery Immunization History form (included in application package) and bring your child’s proof of immunization (yellow card) for us to photocopy.

We will fax both to the Hastings & Prince Edward Counties Health Unit. If your child’s immunizations are up to date, they fax back a Day Nursery Immunization Assessment approval. If not approved, you will be referred to your family doctor or the immunization health nurse.

All children admitted to the program must:

-be immunized as stipulated by the local medical officer of health; or

-have on file with the agency a medical information sheet which has been completed by the child’s parent.

Any objection or exemption from this medication policy must be completed on the Ministry-approved form and retained in the children or staff record.

Statement of conscience or Religious Belief forms for religious/conscience objections must be completed by a “commissioner for taking affidavits” (must be notarized).

Statements of Medical Exemption form for medical exemptions to immunization must be completed by a doctor or nurse practitioner.

**FEES**

As a non-profit organization, we rely upon parents to pay childcare fees on time. Fees may be paid by EMT ([omnilearningcentre@bellnet.ca](mailto:omnilearningcentre@bellnet.ca)). The password to be used is “preschool”.EMT is the preferred method of payment.

Payment shall be on the first of each month or 20th of each month covering the period of September through June, inclusive.

Two weeks' notice of withdrawal is required Childcare arrangements will terminate after the last day of the month if accounts have not been paid in full. Accounts in arrears are then submitted to our collection agency.

Parent fees are reviewed annually and subject to change. Should it become necessary to increase fees, parents will be given at least one month’s notice.

Upon request, at any time, the agency will supply a receipt for payment of childcare to the person who pays the childcare bill, free of charge.

Annual receipts will be issued for income tax purposes in the New Year.

Parents pay only for the days your child is eligible to attend. Fees are based on a half-day rate, and then are averaged over the ten month school year, so that your monthly fee remains the same throughout the year. The monthly cost of the programme is as follows:

**Child Care Rates** (CWELCC reduced base fees) Fixed Rate

Classes will now be $12.00 per day.

Monday/ Wednesday or Tuesday/ Thursday $96 per month

Friday Morning Class - $48 per month.

We believe that child care provides a strong foundation for early childhood development and well-being of children and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us to continue to provide high quality child care that is accessible, affordable, inclusive and sustainable. If you would like more information about the CWELCC System, please visit <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

Fee reduction through the CWELCC system is for children under six years old. If your child turns six years old between January 1 and June 30 in a calendar year you will continue to receive the reduced base fee rate until June 30. If your child turns six years old between July 1 and December 31, you will continue to receive the reduced base fee rate until the end of your child’s birth month.

For example if your child’s birthdate is March 6 – reduced base fees will continue to be charged until June 30or if your child’s birthdate is Oct 6 – reduced base fees will continue to be charged until October 31st.

**N.S.F.** **CHEQUE** **POLICY**: Cheques returned N.S.F. will be required to be repaid in cash, plus a $35.00 penalty before your child’s next day of attendance. If the second is N.S.F. the same procedure applies, and the remaining monthly fees must be paid in cash before the beginning of each month.

Vacation & Sick Leave

The school will be closed on statutory holidays as well as at **Christmas** **and** **March** **Break**. Notice of holidays will be made to the parents in advance. Parents do not pay for these days however the fees are averaged for the ten months, so each month has the same rate.

**REBATE** **AND** **REDUCTION**– No rebate or reduction of fee will be given for absence due to but not limited to, illness, inclement weather, or statutory and civic holidays. Omni observes the following holidays: Labour Day, Thanksgiving Monday, Christmas Day, Boxing Day, New Year’s Day, Family Day, Good Friday, Easter Monday, and Victoria Day.

**ARRIVAL** **AND** **PICK-UP**

Please note that we are located in a public-school facility and as such we need to be mindful of a few important boundaries.

Children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. It is important to notify a staff member when arriving with your child. Similarly, when picking up your child, please enter the building and make sure that a staff member knows that your child is leaving.

Children will not be released to any person other than those you have specified on the admission form unless special instruction is given to a staff member upon arrival that someone else is to pick your child up. As a safety measure, staff request photo ID before releasing your child.

Parents are expected to bring their child at the time stated for the beginning of the session and pick their child up promptly at dismissal time. Arrival times are **8:50** **am** and **12:30** **pm**. Arrival is expected no later than **9:00** and **12:45**, if you must arrive later than these times, please enter through the classroom door to the right of the main door. Late arrivals are very disruptive to the entire class. Dismissal times are **11:30** am and **3:15** pm. The times before and after session is designated for preparation, clean up and staff meetings. The main doors will be always locked, please ring the doorbell. The doors will not be opened more than 5 minutes prior to the start of class. There will be a late fee charge of **$1.00** **per** **minute** for children picked up later than the designated departure time. The late fee will be cash only, payable directly to the staff at pick up time.

*Please* *make* *arrangements* *for* *someone* *to* *pick* *up* *your* *child* *if* *you* *cannot* *arrive* *on* *or* *before* *closure* *time.* *Note:* *Parents* *who* *are* *consistently* *late* *may* *be* *asked* *to* *withdraw* *their* *child* *from* *program.*

# **Safe Arrival Policy**

# Purpose

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**

Omni Learning Centre will ensure that any child receiving child care at the child care centre is only released to the child’s parent/guardian or an individual over the age of 18 years that the parent/guardian has provided written authorization the child care centre may release the child to.

Omni Learning Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervisor.

**Procedures**

## Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
   * greet the parent/guardian and child.
   * ask the parent/guardian how the child’s evening/morning has been. 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 on the children’s file and children’s emergency card 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 log book if needed
  + sign the child in on the classroom attendance record with time, and daily health check

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

1. 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 in the classroom must:
   * inform the supervisor/manager, designate and they must commence contacting the child’s parent/guardian no later than 9:30 AM for the morning program and 1:00PM for the afternoon program. Staff shall call the parents/guardian listed on the child’s file until someone answers.
   * If parents/guardians are not available within 30-minute time frame they will contact one of the emergency contact people on the list.
2. 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

1. 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 individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
   * confirm with another staff member that the individual picking up is the child’s parent/guardian/authorized individual, or staff are to refer to the daily log book.
   * where the above is not possible, 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 (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up half an hour from the specific time, the program staff, or manager shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.
   * Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall **wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed.”**

## Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 11:30 AM for the morning program and 3:15 PM for the afternoon program (program ending time), staff shall ensure that the child is given activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall start calling all emergency contacts on the list
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by 12:00 PM for the morning and 3:45 PM for the afternoon program the staff shall contact the manager and proceed with contacting the local Children’s Aid Society (CAS) phone # 613-962-9291 posted on our emergency number list. Staff shall follow the CAS’s direction with respect to next steps.

## Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized person of the age 18 years old. Under no circumstances will children be released from care to walk home alone.

# Parent Issues and Concerns Policy and Procedures

## Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

## Definitions

*Licensee*: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff*: Individual employed by the licensee (e.g. program room staff).

## Policy

### **General**

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

All issues and concerns raised by parents/guardians are taken seriously by Omni and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two (2) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

### **Conduct**

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

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

## Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (CAS) directly.

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

## Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| **Program Room-Related**  E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc. | Raise the issue or concern to   * the classroom staff directly   or   * the supervisor or licensee. | * Address the issue/concern at the time it is raised   or   * arrange for a meeting with the parent/guardian within two (2) business days.   Document the issues/concerns in detail. Documentation should include:   * the date and time the issue/concern was received; * the name of the person who received the issue/concern; * the name of the person reporting the issue/concern; * the details of the issue/concern; and * any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.   Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| **General, Centre- or Operations-Related**  E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc. | Raise the issue or concern to   * the supervisor or licensee. |
| **Staff-, Duty parent-, Supervisor-, and/or Licensee-Related** | Raise the issue or concern to   * the individual directly   or   * the supervisor or licensee.   All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |
| **Student- / Volunteer-Related** | Raise the issue or concern to   * the staff responsible for supervising the volunteer or student   or   * the supervisor and/or licensee.   All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director, or the President of the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Supervisor : Cecilia DeRoche 613-962-2755 or 613-885-3730

**PARKING**

Parking is limited. Please make sure to park in the marked areas. Please do not drive around the school or leave children unattended in the vehicle. Please do not park in area by classroom.

**TAXI** **POLICY**

In the event that parents transport their child to the program by taxi, it is the parent's responsibility to arrange for the child to be dropped off or picked up by the company of their choice. Children must be properly secured and have custodial supervision. Omni Learning Centre is not responsible for taxi safety.

**INTOXICATED** **PARENT** **POLICY**

If a staff member has reason to suspect that a parent is intoxicated and is driving, they will act in the best interest of the child and try to discourage the parent from driving the child home.

Staff will offer to call a cab. If the parent refuses, they will offer to call the emergency number

listed on the child's card. If the parent still insists on leaving with the child, staff will inform the parent that the police will be called. Upon leaving, a staff member will call the police.

**NUTRITION**

Each day parents are asked to provide an individual snack for their own child. Your child may bring a lunch box with a thermos or a litter less drink box and a small amount of snack. In order that we meet our, all snacks must be nutritious and dentally acceptable. All snack boxes will be sent home each day for washing**.**

Omni Learning Centre promotes the healthy development of all children, recognizing the importance of a balanced diet. Keeping with this expectation, the expectations are:

Parent and Guardian’s Responsibilities

* The bagged lunch adheres to Canada’s Food Guide.
* Snacks and drinks are provided in a lunch bag with an ice pack and are labeled with their child’s name to ensure there is no confusion.
* Foods that may have come in contact with nuts are not allowed in the child’s lunch.
* Parent’s will write their name and sign off on the parent Contract in the section that says.

**"I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (the parent) am providing a bagged snack for my child each day my child attends. My child’s snack bag and drink container will be clearly labeled with his/her name on it to ensure that there is no confusion. “**

Staff Responsibilities

* All surfaces will be cleaned with a cleaning solution prior and after the children have their lunch.
* Staff will ensure the children wash their hands before assisting children with their snacks.
* Staff will ensure children wash their hands prior to eating lunch.
* Staff will monitor snacks to ensure food at the centre is NUT FREE.
* An alternate lunch will be provided if a child forgets their lunch. A courtesy call to the parent or guardian will be made and the food served will be recorded in the logbook.
* Staff will supervise closely any child that has a life-threatening allergy by sitting next to them or across from them during lunch time.
* Staff will monitor each child’s lunch and should a child’s lunch consistently not adhere to Canada’s Food Guide then they will work with the parent to provide sample snack ideas.
* Sample snack ideas are available at the centre to support families.
* Staff will make sure that the children eat what the parents have sent in their lunch pail.

All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”. A Snack suggestion List will be at the back of the Parent Handbook.

**VOLUNTEER** **AND** **STUDENT** **SUPERVISION** **POLICY**

A supervision policy for volunteers and students is in place at our agency. This includes that no child will be supervised by a person under 18 years of age, volunteer and students are not counted as staff, and volunteer and college students require proof of criminal reference check and high school students require a letter of recommendation signed by two of their teachers. This policy is reviewed and signed off on when staff/volunteer/students begin and annually. Also, annually it is reviewed to ensure it remains appropriate and up to date.

**Supervision of Volunteers and Students Policy**

**POLICY:**

To support the safety and well-being of children at Omni Learning Center (OMNI). OMNI will review this policy on an annual basis, with staff, volunteers and students on placement.

SCOPE:

This policy applies to all OMNI Employees who supervise volunteers or students on placement and all Volunteers and Students on Placement.

PROCEDURES:

Training and Orientation:

All volunteers and students on placement receive a full orientation prior to starting their placement.

Volunteers and students on placement will not be left alone with a child or group of children.

The volunteers and students on placement are instructed that they must take direction and guidance from their immediate supervisor and other OMNI staff.

Policies and procedures are reviewed with volunteers and students on placement who will be providing care and guidance at OMNI , before they begin working with the children and annually thereafter.

The individual plan for children with anaphylactic reactions and site specific emergency procedures are reviewed by the Supervisor with the volunteer and student on placement at the program. These are reviewed annually for returning volunteers and students on placement.

Signed Documents:

Staff, volunteers and students on placement sign and date the required forms. Copies of the required forms are kept at the program for a minimum of 3 years.

Written Review:

OMNI has a written procedure for monitoring the behaviour guidance practices of volunteers and students on placement who provide care or guidance at OMNI.

Supervision:

No child in at OMNI shall be supervised by a person who is less than 18 years of age. Only employees of OMNI will have unsupervised access to children in program. Volunteers and students on placement will not be counted in staffing ratios in the program. The Supervisor will be responsible for the direct supervision of the volunteer or student on placement at OMNI.

When hired, staff receive training on the effective supervision, mentoring and training of volunteers and students on placement. Ongoing staff training occurs, as required.

Vulnerable Sector Criminal Reference Checks:

Vulnerable Sector Criminal Reference Checks are required for all volunteers and students on placement having direct contact with children at OMNI. Community colleges and universities that provide OMNI with students on placement require Vulnerable Sector Criminal Reference Checks to be completed prior to placement. The contents of this policy and related procedure will be reviewed at least annually and at any time that changes are required by law. A record will be kept showing the date of each review conducted, and each record will be signed by each person who conducted or participated in the review.

**PLAY** **MATERIALS**

Each home childcare location must have play materials that are clean and in good condition. There should also be adequate numbers and varieties, (open-ended toys) to serve the number of children in care. Children should be allowed to make choices as to what type of materials they choose to encourage exploration, play and inquiry.

All children should be provided the opportunity to engage in exploration, play and inquiry using materials that spark their curiosity and promote learning and development is all areas (social, emotional, cognitive, and physical).

**OUTDOOR/ACTIVE** **PLAY**

Children of different ages can benefit from physical separation when engaged in active play so

that they can explore and engage in age-appropriate risk in a safe environment, therefore infant and toddler children will be separated from other children during active indoor and outdoor play. “As described in the How Does Learning Happen Document, research suggests that allowing children to actively explore and investigate what they are naturally curious about, to test their limits, take manageable risks appropriate for their age and abilities, and engage in creative problem-solving is critical for children’s physical and mental health and well-being. Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, create, solve problems and make meaning from their experiences.”

Not all outdoor/active play needs to be high energy or focussed on gross motor skills. Children benefit from a variety of opportunities to engage with the natural world, including exploration, investigation, and observation of the environment.

**DAILY** **OBSERVATION** **OF** **CHILDREN**

In addition to looking for and documenting symptoms of ill health such as fever, rash or gastrointestinal symptoms, the ministry recommends that childcare providers be mindful or any sudden or gradual changes to a child’s behavior, sleeping or eating patterns, or signs that a child has lost some previously acquired skill(s) (e.g., stopped being able to feed him/herself, stopped using language). Childcare providers are strongly advised to communicate any such changes to parents immediately, as atypical behavior could be a sign of something more serious.

Parents are encouraged to share information about their child’s restless night, lack of appetite or other atypical behavior. This information should be recorded in the daily written record and children who have demonstrated atypical behavior should e monitored more closely for potential signs of ill health

**SICK** **CHILDREN**

For the well-being of all children in the program, the Health Unit, and the Ministry of Education state that parents may not bring ill children to childcare centre. If the child is displaying symptoms of ill health including nasal and eye discharge, chest congestion, open sores, fever, vomiting diarrhoea, undiagnosed skin rash, acute cough, head lice and scabies, parents are required to keep their child at home.

If a child becomes ill during the day, staff will provide temporary care (up to 1 hour), until the parent arrives to take the child home. If it is determined that the child has an infectious disease, the child must be isolated from any other children in a well supervised area and removed from the centre as quickly as possible. This requirement is necessary, not only in the interest of your child, but also in the interest of all other children attending the program.

If a child contracts an infectious disease, the staff should be notified immediately, so that other parents can be informed and monitor the health of their children. The child may return to the program when the contagious period is over, or as permitted by the Health Unit.

Children must be free of diarrhea, vomiting or a high fever because of illness for twenty-four (24) consecutive hours before returning to the program.

**ALLERGY** **LIST**

Allergy lists will be posted in each play area or playroom and in any other area in which children may be present. Where it is not practical to post a food allergy and restriction list in a particular area (such as an outdoor playground), the licensee must ensure that the list is brought to these areas and caregivers are aware of its location (e.g., attendance clipboard or emergency information binder).

Allergy lists must include the names of the children and any food allergies or restrictions.

**Administration** **of** **Medication:**

We do not administer any medication with exception of an Epi-pen or Emergency Medication. Epi-pens and Emergency Medication are kept out of reach of the children in a cupboard. The child’s name is CLEARLY LABELLED on it and ALL staff has been trained to use. The Epi-pen and Emergency Medication travels with staff whenever the child is not in our classroom.

**ANAPHYLAXIS**

Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex, or other substances. At the time of registration, parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff, students and volunteers must be aware of these children. If there is a child with an anaphylactic reaction to food and/or product, i.e., latex, you will be notified and asked to not send your child with whatever that item may be. For example, if there is a peanut allergy and your child has had peanut butter for breakfast, we ask that you ensure that all traces are washed from their face, clothes and hands and their teeth brushed before coming to the program. If your child has an allergy that requires an Epi-Pen, you will be asked to review our Anaphylaxis Policy and obtain certain documentation from your child’s physician.

**Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be always followed by employees, students, and volunteers at the school age program.

* Do not serve foods where its ingredients are not known.
* Do not serve items with ‘may contain’ warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
* Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
* In cases where a child has food allergies and the meals and snacks provided by the school age program cannot meet the child’s needs, ask the child’s parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
* Ensure that parents label food brought to the school age program with the child’s full name and the date the food arrived at the childcare centre, and that parents advise of all ingredients.
* Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
* Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the school age program (e.g., by thoroughly washing hands, brushing teeth, etc.)
* Do not use craft/sensory materials and toys that have known allergens on the labels.
* Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the childcare centre.
* Make sure each child’s individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
* Refer to the allergy list and ensure that it is up to date and implemented.
* Update staff, students, and volunteers when changes to a child’s allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
* Update families when changes to allergies occur while maintaining the confidentiality of children.
* Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the childcare centre.
* Given that anaphylaxis can be triggered by minute amounts of an allergen when ingested, children with a food allergy must be highly supervised and encouraged to follow certain expectations:

a) Wash their hands before and after eating

b) Not to share food, utensils, or containers

c) To place food on a napkin, wax paper or plate rather than in direct contact with a table.

Under special circumstances, where a child may be prone to sudden increases in temperature resulting in seizures, parents may wish to leave written instructions for the administration of fever reducing medication, accompanied by a physician’s note stating at what temperature the drug should be given. If the parent cannot be reached, staff must contact the child’s physician for instructions. The parent must initial the Medical Authorization Form each time fever reducing medication has been administered by staff.

Please keep our staff updated on any new developments with your child’s health.

**PEDICULOSIS**

Although head lice are not a major health risk, it is the responsibility of parents to check their children's hair regularly and talk to them about not sharing hats, brushes, helmets, etc. Staff members monitor head lice by performing routine head lice checks in an appropriate manner.

If a child is identified as having head lice, he/she will be isolated from other children, and parents will be contacted to pick up the child immediately. Returning to the program is conditional upon the child's hair being free of lice. Please notify a staff member upon arrival and they will perform a head check on your child.

**SERIOUS** **OCCURRENCES**

Parents benefit from information about the incidents that occur in licensed childcare programs, the immediate actions taken to respond to incidents and any longer term actions the Service Provider has taken to minimize the recurrence of the incident. For each serious occurrence reported to the Ministry, a Serious Occurrence Notification Form will be posted at the childcare centre.

The new Child Care and Early years Act, 2014 (CCEYA) and its regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety, and well-being of children and that these serious incidents are reported to the Ministry of Education and tracked and followed up on.

**Section** **38** **of** **Ontario** **Regulation** **137/15** **sets** **out** **that** **every** **licensee** **must:**

**-Have** **written** **serious** **occurrence** **policies** **and** **procedures** **in** **place** **that** **are** **also** **implemented.**

**-Report** **all** **serious** **occurrences** **within** **24** **hours.**

**-Create** **an** **annual** **summary** **or** **analysis** **of** **all** **serious** **occurrences** **on** **file.**

**-Keep** **all** **serious** **occurrence** **notification** **forms** **for** **at** **least** **three** **years;** **and**

**-Post** **a** **summary** **of** **the** **serious** **occurrence** **and** **any** **action** **taken** **for** **at** **least** **10** **business** **days** **in** **a** **conspicuous** **place** **at** **the** **child**care **centre.**

**DEFINITION** **OF** **SERIOUS** **OCCURRENCE:**

**-**Any death of a child who is enrolled at a childcare centre or home childcare.

-Allegations of abuse and/or neglect of a child while in attendance at a childcare centre whether it occurs on or off the premise.

-Missing or unsupervised child(ren) while in attendance at a childcare centre or home child care;

-Any incident and/or any other unplanned disruption of service that poses a risk to the health, safety, and well-being of the children.

**RESPONDING** **TO** **A** **SERIOUS** **OCCURRENCE:**

1. The child will be provided with physical comfort, and with immediate medical attention, when warranted.

2. In all cases involving death, the Coroner must be notified immediately.

3. Apply first aid if necessary and determine whether an ambulance, fire, police, or poison control should be called. Remain calm and state name, location, and nature of the incident. Children requiring treatment by a medical practitioner must be accompanied by an adult, taking along the child’s emergency card. Procedures for use of the designated emergency back-up person must be followed. Parents must be notified immediately.

4. If there is reason to suspect that a child has been abused (and/or in need of protection), the Children’s Aid Society and/or police will be contacted.

5. The staff shall report the matter to the Supervisor. Where speed is of the essence, staff is to use his/her judgement in handling the emergency (i.e., proceed immediately to hospital and report the occurrence at their earliest convenience).

6. All persons having knowledge of the occurrence should remain on the premises until the designated person has interviewed them or indicated that there is no need for their involvement at that point.

7. The Supervisor or designated person shall immediately begin a serious occurrence inquiry, in accordance with the following steps. The purpose of the inquiry is to gather information regarding actual or alleged occurrence(s) and should include as many of the following details as possible.

* Description of the occurrence
* Reason for the occurrence (if known)
* Person’s allegation (if applicable)
* People involved
* Date, time, place where it occurred
* Action taken
* Time occurrence was reported
* Status
* Parties notified (Police, CAS, Coroner, parents/others as appropriate)
* Further action recommended.

8. If based on the preliminary inquiry there is a reason to suspect that a child has been abused and/or is need of protection, the supervisor will immediately contact the Children’s Aid Society, and police as appropriate. It is the person who has reasonable grounds to suspect that a child is or may need protection, who is legally obligated to make a report to the CAS.

9. Where abuse of a child by a staff member is alleged, the staff will be under suspension until an investigation is completed by the Supervisor and the Board of Directors. The Ministry is to be informed of the outcome of the investigation.

10. All serious occurrences must be reported to the Ministry within 24 hours. Twenty-four hours starts at the time when you first become aware of an incident, or the incident is deemed to be a serious occurrence.

**PROHIBITED** **PRACTICES**

When disciplining a child, a staff member, student, or volunteer shall not use corporal punishment, including but not limited to:

 corporal punishment of a child (which may include but is not limited to, hitting, spanking,

slapping, pinching).

 physical restraint of the child, such as confining the child to a highchair, car seat, stroller

or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

 locking the exits of the childcare centre or home childcare premises for the purpose of

confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures.

 Use of harsh or degrading measures or threats or use of derogatory language directed

at or used in the presence of a child that would humiliate, shame, or frighten the child or

undermine his or her self-respect, dignity, or self-worth.

 Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing

or bedding; or

 Inflicting any bodily harm on children including making children eat or drink against them

will.

**\*\*\*Contraventions** **of** **a** **prohibited** **practice** **will** **result** **in** **immediate** **termination.**

Parents and others who use prohibited behaviour management practices during the operation of the program will receive a verbal warning. Failure to comply could result in prohibited access to the premises.

Use of obscene or profane language by staff, students, volunteers, parents, or children will not be tolerated on the premises.

**CLOTHING** **AND** **POSSESSIONS**

Your child should be dressed in clothing that is appropriate for physical activity, the weather, and the season. A second set of clothing should be kept at the Program in case of accidents. Please send shoes or slippers for indoors. Also include a sun hat, for when we go outside. All clothing and necessities should be labelled with your child's name.

**TOYS** **FROM** **HOME**

Please do not send toys to the program as we cannot be responsible for loss or damage. Children may bring in an item of interest from home on show and tell days. Please watch for

show and tell and other special activity days which will be posted for your convenience.

Throughout the year, trips are made to special places of interest and include taking the children on walks, to the park, to the library or to nursing homes.

**FIRE** **SAFETY**

The program has adequate heat and smoke detectors, fire extinguishers and emergency lights that have been inspected by the local Fire Marshall. Fire extinguishers and emergency lights are checked monthly by program staff.

The program has developed a fire evacuation plan and practices it with the children monthly. See the procedure in your child’s classroom for our evacuation site in the event of an emergency.

FIRE DRILLS - Omni has monthly fire drills as part of our licensing regulations. Our alternative place of shelter is the auditorium of Sir James Whitney School or Catundra Day Care.

**PARENTAL** **INVOLVEMENT**

Daily contact between parents and staff will be supplemented by individual interviews, group meetings and workshops. You are encouraged to visit the program with your child before starting.

PARENT BOARD - Omni is governed by a volunteer board consisting of parents who are interested in assisting with the school's operation. Please refer to the "Omni Constitution" and "Policy Manual" for details. New members are always welcomed!

FUNDRAISING OBLIGATION - Each family enrolled at Omni Learning Centre will be responsible for $140 worth of fundraising profit each school year. These dollars may be raised through fundraising events or donations given to the centre. Families will be required to choose the option on the signed contract at the time of enrolment. Families that have not met the obligation by the end of April will be invoiced by Omni Learning Centre. An income tax receipt will be issued for any monetary donation given to the centre.

VOLUNTEERS - On occasion parents are asked to assist with supervision of field trips. Sufficient notice, usually 1 month, if possible, will be given. Parents may also assist the staff with special jobs necessary throughout the school year. These may include, making play dough, laundry, and mending. Parent volunteers and/or placement students are never left alone with children.

PARENT MEETINGS - Parents are encouraged to attend the Annual General Meeting held in September or early October. Workshops may be offered throughout the year. We also welcome you at special occasion parties.

PARENT BULLETIN BOARD - The board contains information strictly for you, the parent. Please take a moment to read this each day.

**FIELD** **TRIPS**

Throughout the year, trips are made to special places of interest and include taking the children on walks, to the park, to the library or to nursing homes. A permission form will be signed upon enrolment, giving permission for trips, while your child is in attendance at the program.

We try to have theme-oriented field trips occasionally throughout the school year. We ask that each child bring an adult for safety. The transportation is usually arranged by Omni Learning Centre. The cost for field trips will be a minimum of $5.00 per person to attend, some may be more due to the location and cost. On most occasions two groups will be combined for one morning trip. Children in the afternoon classes will attend in the morning, all after-noon classes will be cancelled on trip days. Staff will use this time to complete room changes and programming. Due to the number of children who attend on these days, unfortunately we are unable to accommodate siblings. We will provide an allergy safe snack on these trips

.

FRIDAY MORNING CLASS - This class offers a kindergarten type program. The children spend a lot of the time on site doing activities similar to the program offered in the school system. This class also travels by City Bus to various places throughout Belleville for mini learning adventures.

**Inclement** **Weather** **Policy**

If you wake up to a snowstorm or freezing rain, please listen to your local radio station for information about school closures.

If ALL-TRIBOARD SCHOOL BUSES are CANCELLED in South Hastings (Belleville and area) and Prince Edward County, Omni Learning Centre will close due to the unsafe road conditions. Please listen to the radio if it is a snowy day, any closure of Omni Learning Centre will be posted on our Facebook page and the Lillio Ap. In the case of any school closures due to unforeseen circumstances or related to weather, no refunds will be given. If weather develops throughout the day and school buses are sent home prior to normal dismissal time, Omni Learning Centre will begin calling parents to request they pick up their child. As student numbers decrease, staff members will leave the centre for the day. Once all the students have been picked up the centre will close for the remainder of the day.

**Emergency** **Management**

Omni has procedures in place that support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. Staff, students, and volunteers read and sign off on the Emergency Management Policy ensuring that the children are kept safe, are accounted for, and are always supervised during an emergency. After emergency response procedures have been implemented, parent/guardians will be notified to pick up their child if the centre requires closure. In the event that the centre does not need to close, parents /guardians will be notified at pick up. When an emergency evacuation site is being used parents /guardians will be notified by phone of the emergency, evacuation, and the location to pick up their child. Where possible, Omni will update social media sites as soon as possible to inform the public.

**Emergency Management Policy and Procedures**

INTENT:

The intent of this policy is to provide clear direction Omni Learning Center staff and designates to follow when dealing with emergency situations, in accordance with the requirements of the Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1 and its regulations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

DEFINITIONS:

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, OMNI).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole early learning and child care centre/program (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the early learning and child care centre/program.

**Emergency Management Policy and Procedures**

Meeting Place: the designated safe place near the early learning and child care centre/program where everyone is to initially gather before proceeding to the evacuation site, or returning to the early learning and child care centre/program if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

POLICY

Staff will follow the emergency response procedures outlined in this document by following these three phases: 1. Immediate Emergency Response;

2. Next Steps during an Emergency;

3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the program, the meeting place at which to gather immediately is exiting through the emergency door #293 and walk at least 30 feet away from the building. Gather at the Northern basketball net. The alternative exit will be out the classroom door into the hallway, turn left then left again and out exit #2 (Door 269)

If it is deemed ‘unsafe to return’ to the early learning and child care centre/program, the evacuation site to proceed to is the designated evacuation site for Omni will be the Auditorium of the Sir James Whitney School and the secondary location is Catundra Day Care.

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.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed.

**Parent** **Issues** **&** **Concerns**

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

All issues and concerns raised by parents /guardians are taken seriously by Omni and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues / concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon request. The level of detail provided to the parent / guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents / guardians within three business days. The person who raised the issue / concern will be kept informed throughout the resolution process.

Investigation of issues and concerns will be fair, impartial, and respectful to parties involved.

**Confidentiality**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents /guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of ECE, law enforcement authorities or CAS)

**Conduct**

Our centre maintains high standards for positive interaction, communication, and role- modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent / guardian or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

**Concerns** **about** **suspected** **Abuse** **or** **Neglect** **of** **a** **Child**

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

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reporting/index.aspx>

**Escalation** **of** **Issues** **or** **Concerns**

Where parents / guardians are not satisfied with the responses or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors. Issues / concerns related to compliance with requirements set out in the *Child* *Care* *and* *Early* *Years* *Act.,* *2014* *and* *Ontario* *Regulation* *137/15* should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues /concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of ECE, Ontario College of Teachers, College of Social Worker, etc.) where appropriate.

## Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
| --- | --- | --- |
| **Program Room-Related**  E.g.: schedule, toilet training, indoor/outdoor program activities, snack time, etc. | Raise the issue or concern to   * the classroom staff directly   or   * the supervisor or licensee. | * Address the issue/concern at the time it is raised   or   * arrange for a meeting with the parent/guardian within 3 business days.   Document the issues/concerns in detail. Documentation should include:   * the date and time the issue/concern was received. * the name of the person who received the issue/concern. * the name of the person reporting the issue/concern. * the details of the issue/concern; and * any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.   Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
| **General, Centre- or Operations-Related**  E.g.: childcare fees, hours of operation, staffing, waiting lists, etc. | Raise the issue or concern to   * the supervisor or licensee. |
| **Staff-, Supervisor-, and/or Licensee-Related** | Raise the issue or concern to   * the individual directly   or   * the supervisor or licensee.   All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |
| **Student- / Volunteer-Related** | Raise the issue or concern to   * the staff responsible for supervising the volunteer or student   or   * the supervisor and/or licensee.   All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. |

SNACK LIST FOR OMNI

Just a friendly reminder to ALL OMNI parents….

These snacks are **OKAY**

Cheese & Crackers, breadsticks/melba toast, muffins, bread, cereal bars, fruit, fruit cups, Fruit to go, cereal, sandwiches, veggies and dip, yogurt, apple sauce, NUT FREE granola bars, rice cakes, bear paws (NOT BROWNIE OR CHOCOLATE CHIP), water, pure juice, milk

These snacks are **NOT OKAY**

Dunk a Roos, packaged cakes, cup cakes, cookies, Rice Krispy squares, Fruit Roll Ups, Sugar coated cereal, PEANUT BUTTER, juice cocktails or pouches, Kool Aid Jammers,

CHOCOLATE of any kind. any **item which states may contain traces of nuts**

**Please read all labels!!!!**

Mini cupcakes are allowed for Birthday celebrations. NO CHOCOLATE AND NUT FREE PLEASE

Anything with PEANUTS or TRACES OF NUTS or HIGH SUGAR CONTENT will be returned to you and a snack will be supplied to your child. If this becomes a daily occurrence a small fee will be charges to help with the cost of supplying a healthy snack.

**Parent and Guardian’s Responsibilities**

* The bagged lunch adheres to Canada’s Food Guide.
* Snacks and drinks are provided in a lunch bag with an ice pack and are labeled with their child’s name to ensure there is no confusion.
* Foods that may have come in contact with nuts are not allowed in the child’s lunch.
* Parent’s will write their name and sign off on the parent Contract in the section that says.

**"I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (the parent) am providing a bagged snack for my child each day my child attends. My child’s snack bag and drink container will be clearly labeled with his/her name on it to ensure that there is no confusion. “**

Campus Map

A picture containing text, map, plan, diagram

Description automatically generated