



FAIRY GLEN DAY CARE CENTRE

PARENT HANDBOOK

Before & After School Program



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www.fairyglendaycare.com

Visit the website for further information.

Fairy Glen, Where Children and Families Come First

Updated March 2021

Parent Handbook

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Program Statement

Fairy Glen Day Care Centre's fully integrated facility supports an anti-bias curriculum both indoors and outdoors, by exposing competent and capable children to positive learning experiences within their developmental levels. Experienced Registered Early Childhood Educators and support staff endeavour to provide a comfortable, nurturing, and safe environment that supports both active and quiet play, in which children will be exposed to and foster their:

- Social interactions and sense of **belonging** by supporting positive, responsive, and **expressive** interactions between children, parents, and the childcare team.
- Nurtures healthy development, encourages **engagement**, and supports self-esteem, self-regulation, self-care, and **well-being**.
- Independence.
- Competency, curiosity, and their rich potential.
- Child initiated activities through exploration, play, and inquiry.

Valued Goals

- Learning and care for a diverse group of children and their families, while fostering engagement of ongoing communication with parents in regard to Fairy Glens' Programs and their child(ren).
- An environment that is engaging, secure, consistent, and stimulating, in which a child's learning and development will be supported.
- An environment that promotes good health, hygiene, rest, and nutrition.
- A play-based learning environment providing child initiated and adult supported experiences focusing on all areas of development.
- An inclusive environment that meets the individual needs of the child, while continuing to recognize that they are a child first.
- Parental choice and opportunities to network.
- Continuous professional learning is recognized and supported by all members of the childcare team.
- Community supports and partnership to enhance learning, development, well-being, and supports the educators, parents, and children.
- The continuous monitoring of the impact our program statement and valued goals have on our children, families, childcare team, and community partners.

Welcome to Fairy Glen

2. Program

Fairy Glen offers an inclusive and integrated program that supports all children.

The staff at Fairy Glen Day Care provide an educational and stimulating program based on an emergent style curriculum for children between the ages of 3.8 through 12 years. Daily schedules are posted in each room. These schedules are flexible and represent the needs of the children in the group.

Curriculum focus sheets allow parents to see what children are exploring throughout the day and are posted for each classroom.

As outlined in our Program Statement, we strive to ensure that all children, families, staff, and community have a sense of well-being, belonging, engagement, and expression within our programs.

Program evaluation is regular and ongoing to reflect changes within the Child Care and Early Years Act and ideologies on early childhood education, as well as changes within our community.

Fairy Glen invites you to familiarize yourself with our program and communicate your suggestions. If any concerns arise, parents can discuss these with the classroom supervisor or the site supervisor at any time.

Kindergarten Room

Ages 44 months to 68 months

26 children maximum

Staff ratio 1:13

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Primary/Junior School Age Room

Ages 68 months to 13 years

30 children maximum

Staff ratio 1:15

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Junior School Age Room

Ages 9 years or older, but younger than 13 years

20 children maximum

Staff ratio 1:20

1 Registered Early Childhood Educator

3. Board of Directors

The Board of Directors

The Board of Directors is the governing body of Fairy Glen Day Care. Individuals volunteer to sit on the governance board and are responsible for overseeing the organizations policies and

operations. The Board of Directors is removed from the day-to-day operations of the organization. The Board consists of parents, both past and present, individuals with financial backgrounds, and others with an interest in childcare. Parents interested in becoming a member of the board may contact Fairy Glen Head Office.

4. Staff, Students, and Volunteers

The Executive Director

The Executive Director is responsible for the management and operations of Fairy Glen Day Care Centre and its staff.

The Program Manager

The Program Manager, under the direction of the Executive Director, is responsible for overseeing the day-to-day operations of multiple childcare centres in support of the organizations' philosophies, quality assurance, and standards, which upholds the vision of the organization.

The Program Manager provides leadership, ensures the delivery of high-quality programs, and represents the organization within the schools we are located in and within the community at large.

The Supervisor

The Supervisor provides leadership to the staff in making decisions that are imperative to the program. He/she also provides experiences for the parents, which will enable them to understand the centers' program and the resources available within the community.

The Registered Early Childhood Educator (RECE)

At Fairy Glen Day Care Centre, the RECE implements the program in a warm, nurturing manner, taking into consideration his/her understanding of child development and the needs of their class each year. The RECE will complete bi-annual evaluations of the development of each child and evaluate the groups program based on the evaluation.

Early Childhood Assistant

The role of the Early Childhood Assistant is to provide the teacher with the assistance needed to maintain a safe and happy environment.

The Dietary Personnel

Dietary personnel are responsible for planning healthy, nutritious meals and snacks. Weekly menus will be posted to assist you with menu planning at home. He/she is also responsible for maintaining a clean, healthy environment in the kitchen.

Additional Staff/Students/Volunteers

At Fairy Glen Day Care, we offer an integrated program for children with various developmental needs. Additional staff may be required to enhance a program and support the integration of all children.

We work cooperatively with the local educational institutions such as Durham College and the Durham Boards of Education. This provides placement opportunities and hands-on experience in the RECE field. The above staff are not included in the staff-child ratio and are accompanied

and supervised by a classroom RECE during placement at the centre. At no time do volunteers and students have unsupervised access to the children at Fairy Glen.

All staff have First Aid and CPR training (including infant and children) and a criminal reference check with vulnerable sector screening.

All staff having reasonable grounds to suspect that a child is or may be in need of protection has a duty to report any suspected or observed abuse of a child to the Children's Aid Society and provide all required information to the Children's Aid Society.

The staff, students, and volunteers at Fairy Glen Day Care Centre are not permitted to babysit or provide respite services for families outside of the centre. If you are in need of these services, please feel free to speak to the centre supervisor.

5. Specialized Services

Fairy Glen Day Care is a fully accessible and inclusive centre for children. We can accommodate children in wheelchairs and those requiring specialized equipment such as walkers, standers, etc. If there are developmental concerns, we will work in conjunction with the family and community resources to provide professional services and meet the needs of each child in our care.

Individual Support Plans (ISP) are provided for children with identified needs. Families, childcare staff, and special services create the plans and update in accordance with Fairy Glen Day Care policies.

"No Wrong Door" is a resource binder available to all families, which assists families in accessing contact information for specialized services.

6. Code of Conduct

It is Fairy Glen Day Care Centre's Policy to maintain and enforce a Code of Conduct for both the children and parents/guardians using our services. Fairy Glen will support and work in conjunction with the Code of Conduct outlined by each school board.

Termination of Services

Fairy Glen Day Care Centre aims to provide programs that are stimulating, safe, and fun for all children, families, and staff. If at any time it becomes apparent that the Centre's programs, staff, and/or facility cannot accommodate the current or future needs of a child or family, the centre reserves the right to terminate care, in addition to any other legal remedies. A decision to terminate a child's space will be made on a case-by-case basis. Failure to comply with any of Fairy Glen Day Care Centre's Policies and Procedures, payment provisions, or Code of Conduct may, in Fairy Glen's sole discretion, result in the termination of care. Any termination of care will be handled through the Program Manager and must be approved by the Executive Director. Fairy Glen will make every effort to assist families to find alternate care.

Expectations

Children are expected to:

- Be courteous and respectful of other children and staff
- Use appropriate language inside and outside the child care setting
- Respect child care property, school property, and the property of all individuals

- Use proper and acceptable methods to resolve conflicts
- Respect the rights of others to create an environment free from harassment, discrimination, bullying, abuse, violence, aggressive behaviour, and threats
- Not bring weapons or items that could be considered or used as a weapon to the child care setting
- Not inflict or encourage others to inflict verbal or bodily harm on another child or staff member

Parents/guardians are expected to:

- Adhere to all of the above expectations set for children
- Play an important role in the partnership with educators to maintain safe and respectful learning environments
- Demonstrate a respect for educators, children, and other parents/guardians
- Conduct themselves in an appropriate and respectful manner
- Support the efforts of the child care to provide a safe and healthy learning environment for all of the children
- Show an interest in their child's day and progress
- Communicate regularly with the educators in the classroom
- Ensure their child is appropriately dressed for the weather and prepared for the day
- Report any illness and absences to the child care centre

Children's Behavioural Events

Minor Occurrences generally include non-compliance of the child care rules, temper tantrums, inappropriate language, or any situation when no physical danger has come to the child themselves or anyone else.

Corrective Measures for Minor Occurrences

- Events and behaviours will be documented
- Parents/guardians will be informed of ongoing occurrences
- If the behaviour escalates or occurs repeatedly over a reasonable time period, the situation may be treated as a Major Occurrence and the Program Manager/ Executive Director will be notified

Major Occurrences generally include non-compliance of child care rules that result in the physical harm to the child themselves or others as well as destruction of personal or child care property.

Corrective Measures for Major Occurrences

- Events and behaviours will be documented
- Parents/guardians will be informed of ongoing occurrences
- If the behaviour, situation, or events occur repeatedly within a reasonable time period, the Supervisor/Program Manager will request a conference with the parents/guardian of the child
- A list of outside support agencies will be provided to the parent/guardian
- Parents/guardians may be asked to initiate contact/make referrals to outside agencies
- Parents must give written consent for Fairy Glen to have contact and/or share information to make referrals to outside agencies
- An Individual Support Plan and Safety Plan will be developed with parents and support agencies as necessary

- If the child's behaviour or situation inhibits their ability to participate in the program and if the child's parents do not allow outside agency involvement, the child's placement at Fairy Glen Day Care Centre may be withdrawn

Notice of permanent withdrawal may be given to a family if it is apparent that Fairy Glen Day Care Centre cannot meet the child's specific needs. When it involves the safety and wellbeing of the child, other children, staff, or community, advanced notice of withdrawal may not be able to be given. In the event that this occurs, the Board of Directors and the Region of Durham Children's Services will be informed.

Each child, family member, employee and community member have the right to a safe environment within Fairy Glen Day Care Centres. Under no circumstances will abuse, threatening, or aggressive behaviour be tolerated.

7. Operation

Fairy Glen Day Care operates year-round, Monday to Friday, with the exception of the following statutory holidays:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day
Easter Monday	Labour Day	

The centres will close at 1:00 p.m. on Christmas Eve and New Year's Eve.

Fairy Glen reserves the right to amalgamate the program at multiple sites into one location during non-instructional days, December Holidays, March Break, and Summer Break. This decision will be made based on the needs of each site and the number of children requiring care on these days. The site supervisor will provide advanced notice to parents/guardians on which site their child(ren) will attend prior to the non-instructional day or holiday.

8. Arrivals and Departures

Opening times vary depending on the location. Daily schedules are posted in every classroom. All centres close at 6:00 p.m.

In the event that the school has yet to be opened by school personnel, children will not be admitted into to the program for Health and Safety reasons, until such time that the school personnel arrives.

Upon arrival, the child must be accompanied by the parent/guardian into the centre and presented to the staff on duty. Staff will complete daily health checks of each child to note any symptoms of ill health. Staff will follow the Health Department guidelines. When departing, the adult picking him/her up must accompany the child, whether it is in the classroom or playground.

Unless otherwise arranged, children will not be released to anyone that is not specified on the admission forms.

At the discretion of the staff, parents and others picking up your child will be asked for photo ID.

All children must be picked up by 6:00 p.m. A late fee of \$5.00 for every 15 minutes (or part thereof) is payable to the centre.

In the event that buses are cancelled, the Before & After School Program will operate normally, as long as the school is open. If your child is bussed to another location for school and buses are cancelled, you will be responsible for the transportation of your child. If your child is admitted to the centre prior to bus cancellations, you will be called to come and pick up your child.

In the event a parent arrives and is suspected to be impaired by drugs and/or alcohol, the following steps will be taken:

1. The staff will call a cab for the parent to take home.
2. If the parent refuses, the police will be called and given vehicle, make, model, and plate number as well as the parent's home address.

The centre is a **non-smoking environment** and parents are to refrain from smoking on school property. Please respect this for the health and safety of all children and staff.

9. Registration

The following documents are required upon registration and prior to your child's admittance:

1. Registration Form
2. Emergency Information Form
3. Parent Policies Sign-Off
4. Walking Trip Consent
5. Videotape/Photograph Consent
6. Sunscreen Consent
7. Bug Spray Consent
8. Topical Items Consent
9. Medical Emergency Consent
10. Authorization for Release of Information
11. Morning Dismissal
12. Privacy Policy

10. Waitlist Management

On occasion, there are waitlists for child care. In the event that we have a waitlist it will be managed in a manner that is fair and equitable to all families interested in a space within any age group within Fairy Glen programs.

In the event a family calls requiring care and there are no availabilities within the required age group, the family's information will be transferred to a waitlist form, located in the waitlist binder/file. Parents that are inquiring about the status of their child(ren) on the waitlist will have that information disclosed to them, as requested.

Fees are only charged when a space is being confirmed by the family and childcare centre.

Priority for care is given to full-time clients.

Waitlist information is to be kept confidential and is not to be shared with any outside agencies or persons.

No fees are to be charged at any time to be placed on the waitlist, remain on the waitlist, or to come in for a tour to see the facility and inquire about all aspects of the program.

Fairy Glen Day Care employs the following system for maintaining wait list:

1. Active review and updating of the wait list by doing the following:
 - a. Supervisors or designate will update the site waitlist in age groups and manage those waiting for care in the specific age group.
 - b. Contact families on the wait list a minimum of every six (6) months or more frequently, as deemed necessary.
2. A proactive “move-up” planning strategy. Children will be accepted into the centre from the wait list on a first come, first served basis with four (4) possible exceptions:
 - a. Siblings of children currently enrolled in the centre have precedence over those who may be higher on the wait list when a space becomes available.
 - b. The length of time that an incoming child will be eligible for any given group will be considered in the context of the “move-up” planning strategy. Should the first child on the wait list be very close in age to moving up to the next age group, and there will be no space available in the next age group, the next child on the list maybe admitted.
 - c. Children already enrolled in a Fairy Glen Day Care Centre who wish to transfer to another site have precedence over those on the wait list if and when a space becomes available in the location of choice.
 - d. All staff currently employed with Fairy Glen Day Care Centre will have a spot prioritized for the child.

11. Admission and Withdrawal Policy

Upon enrollment, a \$100 deposit for your child(ren) is required. In the event that a placement is not needed, the fee is non-refundable. Upon withdrawal, this deposit will be deducted from your last week of fees.

Fees are payable in advance, by Pre-Authorized Debit (PAD) or Pre-Authorized Credit Card (PACC). Fees are billed daily and invoiced monthly (via email) for the month in advance. All fees are due in full by the end of the month.

When choosing Pre-Authorized Debit, parents/guardians will have the option of withdrawal monthly on the 1st of the month or bi-monthly on the 1st and 15th of the month. When choosing Pre-Authorized Credit Card, parents/guardians will have their fees charged on the 1st Monday of the month. There is a \$12 fee when using Pre-Authorized Credit Card.

Fees are payable for the enrolled days, regardless of attendance at the centre. There is no reduction in fees for absenteeism, illness, vacation, days off, December holiday break, March break, or statutory holidays. Families in satellite sites are eligible to take the summer off from care (July and August) and their space will be secured for the upcoming school year.

Please be sure to monitor invoices and receipts for payment (emailed) to ensure that your account stays in good standing. Accounts in arrears will incur a 5% late fee following the end of the monthly. Collection proceedings will be initiated on unresolved accounts with outstanding balances that exceed 3x your weekly fees equivalent, or \$500, whichever comes first. Non-payment for subsidy exceedances will also incur collection proceedings. If payment is not made, this will result in a termination of your space within the child care centre, and all outstanding and accrued balances will be forwarded to a collection agency.

Any returned payments will result in a \$40.00 charge.

Four (4) weeks' notice must be given prior to withdrawing your child, or four (4) weeks' fees in lieu of notice.

If your child(ren)'s attendance needs to be changed or altered, a letter of request must be submitted to the site Supervisor who will determine if we can meet the request. Changes in enrollment may take up to two (2) weeks.

In the event your child is suspended from school, Fairy Glen Day Care will be unable to offer before and after care throughout the duration of the suspension. Fees are still payable during this time.

Please notify the Supervisor of any changes in address or telephone numbers within your residence or place of employment.

A tax receipt will be issued in mid-February for the previous year. If your child is no longer in attendance your tax receipt will be mailed to you. If you have a change in address it is your responsibility to inform Head Office of your current address, including postal code.

- A fee of \$20.00 will be charged for any revisions or misplaced tax receipts.

12. Non-compliance with General Policies and Procedures

Failure to comply with any policy, the Code of Conduct, or payment provisions, may, in Fairy Glen's sole discretion, result in termination of space, in addition to any other legal remedies. These decisions will be made on a case-by-case basis.

If parents are not satisfied with our services or policies, they may withdraw their child from the program.

13. Nutrition

Fairy Glen Day Care provides morning and afternoon snacks. All food is planned around the Canada Food Guide with a goal to have children well-nourished and ready to learn. Please check the Parent Bulletin Board for the weekly menu. Drinking water is available at all times.

We are a nut aware environment and ask families to be aware of foods they are sending with their child into the centre. Please wash your child's hands prior to leaving the house daily and if nut products are consumed please check clothing for any spillage. This will assist in our goal of protecting those with nut allergies.

The centre offers a four (4) week rotational menu that changes for Spring/Summer and Winter/Fall.

The menus are posted one (1) week in advance for your convenience. They are also available anytime on our website.

If your child arrives prior to 8:00 a.m., you may send a self-contained breakfast in a lunch bag/box with all containers labelled. Please avoid nut products.

It is the policy of Fairy Glen Day Care Centre that parents/guardians supply a bagged lunch on all scheduled full days that children attend. This includes all PA Days, Non-Instructional Days, December break, March break, and summer months. All lunches are to be clearly labelled and packed with an ice pack in an insulated bag to ensure adequate food storage. Parents/guardians are encouraged to follow Canada's Food Guide when packing lunches, and provide:

- 1 milk serving
- 1 bread serving
- 1 meat and meat alternative
- 2 fruit and vegetables

Information will be provided to all families on life threatening allergies in this parent handbook and a letter will be sent home to all families when new anaphylactic allergies are present in the centre.

14. Clothing

Please dress children in play clothes that are comfortable and easily cleaned. Labelling of items such as coats, shoes, mittens, etc. is helpful for the staff.

Please provide the following for your child:

1. At least one (1) complete change of clothing (ex. shirts, pants, socks, underwear)
2. Appropriate outdoor clothing for the weather/season (ex. hats, boots, mitts, etc.)
3. Labels on clothing, including shoes and boots.
4. Indoor shoes or slippers with rubber soles.

15. Outings

Upon enrollment, parents sign a Walking Trip Consent Form, allowing the staff to take the children on walks within the community. All other outings/trips require a separate consent for parental review and written permission.

16. Positive Practices

At Fairy Glen Day Care, we believe positive practices are a continuous process and are reflected in the manner we speak, act, and interact. Fairy Glen sets up our environment to promote self-discipline, self-respect, empower children's self-esteem, and develop respect for others. It is our policy to provide positive practices in a positive manner at a developmentally and age

appropriate level.

The Centre's Positive Practices Policies and Procedures are implemented and methods of positive practices are discussed at staff meetings, professional workshops, and with behavioural consultants, as necessary.

Fairy Glen adheres to the Child Care and Early Years Act. Under this Act, the following practices are prohibited:

- a. Corporal punishment of the child
Verbal abuse of a child. It must be made clear to the child that it is the activity that is
- b. inappropriate, not the child.
- c. No harsh or degrading measures or words are to be used that would humiliate or undermine the child's self-respect.
- d. Deprivation of a child's basic needs. For example: food, clothing, or shelter.
- e. No exits of the day care are permitted to be locked for the purpose of confining a child.
- f. No locked or lockable rooms or structures may be used to confine a child if he or she has been separated from other children or environments.
- g. Physical restraint of a child unless the child is in immediate serious danger of self-injury or serious injury of others.
- h. Punishment – verbal, physical, mental, emotional, or sexual is prohibited.
- i. Inflicting any bodily harm on children, including making children eat or drink against their will.

The team at Fairy Glen utilizes all internal and external resources and community support to assist children within the program and believes that children must not hurt themselves or others. On occasion, children will exhibit aggressive behaviours towards others. We endeavor to not allow this to happen and put strategies into place to lower the risk of such occurrences.

17. Health of Your Child

Parents must notify the supervisor of any allergies or special health issues that may affect their child.

If your child has a communicable disease (ex. chicken pox, mumps, etc.), he/she will be required to remain at home for the length of time dictated by the Durham Region Health Department.

If your child has a minor illness such as a cold, please use your discretion prior to admittance. If your child is unable to participate fully in the program; this indicates that the child should be kept at home. In some instances, children with health issues that are non-communicable and have a doctor/parent letter may stay indoors.

The centre will contact the parents/guardians if their child becomes ill. It may be necessary to pick up your child. If so, please accommodate this request immediately.

If your child is attending a community school during the day and becomes ill, it is the parent's responsibility to pick him/her up from school.

In the event your child has vomiting and/or diarrhea, they cannot be readmitted until 48 hours after the last bout, and until they are able to participate in the program.

Any accidents, illnesses, or incidents that occur to a child at Fairy Glen Day Care will be documented on an incident report and a copy will be provided to their family. Families are required to sign the incident report prior to release.

In the event of a head injury, parents will be notified by telephone. If a child is sent home from childcare or school due to a suspected concussion, they may return once a doctor's note has been provided with medical consent for their return.

Animals are prohibited in all Fairy Glen Day Care Centre programs, with the exception of service dogs. Fairy Glen Day Care is required to report all animal bites/scratches to Durham Public Health.

18. Medication – Prescribed and Non-Prescribed

All medication must be prescribed by a doctor or have a doctor's note accompanying the medication. Doctor's notes must be renewed every twelve (12) months. The doctor's note must outline the following:

- Child's name
- Doctor's name and signature
- Name of medication (no substitutions)
- Dosage
- Specific administration times or specific symptoms in which the medication should be administered
- Duration of medication

All medication must come in the original container, stating the child's name, name of the medication, date of purchase, and instructions for storing and administration.

All medication must be signed into the Centre's medication book and given to a staff member on duty.

All medication must be administered by the classroom supervisor or designate. The classroom supervisor will sign for the administration of the medication and note any symptoms of ill health.

If your child is taking any medication at home, please advise the centre. Children on acetaminophen must be fever free without the use of medication prior to returning.

If your child has an anaphylactic allergy, requires an inhaler for asthma that is life threatening, or a medical need that is life threatening, parents must provide training to staff and a written plan will be implemented and signed by the parent and director in the event of a reaction at the centre. Children are unable to attend until both the plan and training have been completed. In the event these medications are discontinued, a doctor's note will be required stating that the child no longer requires the medication.

19. Working with Families and Conflict Resolution

Policy

Fairy Glen Day Care Centre views families as partners and experts on their child(ren), respecting their decisions in regard to the upbringing of their child(ren). Making connections with families

from the moment they make contact for childcare will assist in families and educators working as partners to provide the best quality care for children. This connection benefits the child(ren), families, educators, and community. In situations where differences arise, Fairy Glen Day Care staff, families, and management will work together to resolve the difference in a timely manner.

Procedure

In an attempt to minimize family concerns/complaints, best practices are that staff:

- Speak enthusiastically and knowledgeably about the curriculum while at work and in such community environments as network meetings, school playgrounds, conferences, seminars, and discussions with other RECEs and program assistants.
- Greet families in a manner that is welcoming, friendly, and a place that they want their child(ren) to attend.
- Attend trainings and plan for your own continuous professional learning
- Write informative documentations that are supported by How Does Learning Happen?
- Write examples of what children have learned through play
- After reviewing the curriculum, you may find that some families have different educational beliefs/philosophies. Fairy Glen Day Care may not be able to meet the needs of these families.

As per our philosophy, we know that children learn best through play. “How Does Learning Happen?” assists us in educating and empowering all families in understanding the importance of play and the four foundations as it related to the childcare. It is the responsibility of all staff to inform, educate, and assist in families feeling part of the program.

Steps for parent complaints:

- A parent can raise a concern or complaint about any aspect of Fairy Glens’ operations. They should take a concern or make a complaint to the site supervisor or designate.
- If the complaint is in regard to the actions or non-action of the supervisor or designate, the complaint can be made directly to the Program Manager or designate.
- At any time, parents are welcome to contact the Program Manager with a concern or complaint. They may be asked to wait for 24 hours to allow time to gather information and investigate the concern or complaint.
- Contact information for all of our sites is available at www.fairyglendaycare.com.
- Concerns about neglect or abuse can go directly to the Children’s Aid Society of Durham.

What families should consider before making a complaint:

- Before families approach the supervisor or designate, they should:
 - Be clear about the topic or issue you want to discuss.
 - Focus on the things that are genuinely affecting your child(ren).
 - Always remain calm and respectful. Remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss.
 - Think about what would be an acceptable outcome for you and your child.
 - Be informed. Check relevant legislation and the service’s policies or guidelines, where relevant.

Complaints against service / resolving conflict:

All complaints against any program are to be taken seriously. The goal of Fairy Glen Day Care is to resolve the situation in a timely manner, respecting families, staff, and children throughout the process.

- If a family is lodging a complaint during a program, politely refer them to the site supervisor or designate. If the site supervisor or designate is not available, inform the family of a time when the site supervisor or designate will be available to meet with them or give them the site supervisor or designates office phone number.
- If a site supervisor or designate is not available and the family is not willing to do this or if the complaint is of a serious nature, you must contact the Program Manager or designate immediately.
- If the complaint is an allegation of abuse, inform the family that it is their responsibility to call the Children's Aid Society. It is very important that the family is informed that they cannot discuss any information relating to the allegation with anyone, except CAS. You may need to give the family the number for CAS. Inform your Program Manager or designate of the allegation.
- Site supervisor or designate is to listen to the entire complaint.
 - Document the details of the complaint; the person making the complaint, and the date the complaint was made.
 - Do not solve the problem or make recommendations.
 - Once the parent is finished talking and the complaint is not serious in nature, come up with a solution for the family.
 - Record and take the information to your Program Manager or designate.
 - If the complaint is serious in nature, or you are unsure of next steps/solutions, inform the family that you will take their concern to the Program Manager or designate, and someone will get back to them within 24 hours.
- All complaints received in regard to operation and/or standards of care that were previously reported as a serious occurrence are to be addressed by staff. This policy is to be used as a guide to conflict resolution.

If the incident complaint could be defined as a serious occurrence, then the incident shall be reported to MEDU under the appropriate category. The complaint itself does not need to be reported.

20. Serious Occurrences

A serious occurrence is an event deemed serious by the Ministry of Education and could include serious injury to a child, fire, or other disaster on site, or a complaint about service standards. All serious occurrences occurring at Fairy Glen Day Care Centre is reported to the MEDU and The Region of Durham Children's Service Division. All serious occurrences are also posted near the Centre's license to operate at the main entrance to the centre. This posting will provide you with information about the incident and outline follow-up actions taken and the outcomes while respecting the privacy of individuals involved. Long-term actions by the operator will also be included to help prevent similar incidents in the future. A serious occurrence does not necessarily mean Fairy Glen is out of compliance with licensing requirements or that the children are at risk. If you would like more information, please speak directly to the Centre's Supervisor.

21. Emergency Preparedness

Fairy Glen Day Care Centres has an emergency management plan to respond to events such as evacuation, fire, flood, natural disasters, pandemic outbreaks, etc. Fairy Glen Day Care Centres are located within publicly funded schools within the Region of Durham. In the event Fairy Glen Day Care Centres are given notice of an emergency situation by Durham Regional Police, an overseeing agency, the DDSB or DCDSB, Fairy Glen Day Care Centres will follow the procedures set out by the school board. All school boards that Fairy Glen Day Care Centres are located within follow the same guidelines.

Announcements of closures will be posted on websites (www.fairyglendaycare.com / www.ddsb.ca / www.dcdsb.ca), as well as local radio KX-96 and if possible, CP24. When possible, the supervisor or designate will update the child care Centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.

22. Pandemic Plan

Fairy Glen Day Care Centre may continue to offer child care during an emergency or pandemic, under the direction and guidelines of governing bodies. Preparedness is the key to offering children and staff a safe and healthy environment. If our centres are open during a pandemic, the following policy exceptions may apply.

Volunteers, Students, and Visitors

- Will not be permitted to attend the centres.

Outside Resource Agencies

- Will be consulted over the phone, or virtually, and not permitted on the site.

Parent Involvements

- Parent involvement will not be permitted at the centres.

Admissions and Withdrawals

- New admissions will not be taken during a pandemic unless we are deemed Emergency Care.
- Fairy Glen Day Care's withdrawal policy remains in effect. Four (4) weeks notice must be given, or four (4) weeks fees in lieu of notice.
 - Withdrawal notice is paid unless we are closed.
- If ratios are reduced, limited spaces will be available for care. Priority will be given to families with both parents/guardians working, or who fall under priority services laid out by governing bodies. If you do not fall into these categories, you will not be required to pay fees.

Arrival and Departure

- Specific times for drop off and pick up will be required in order to generate proper staffing.
 - Please note that you may be required to wait upon arrival/pick up to ensure social distancing.
- Parents, children, and employees will be screened, and health checked at the door.
- Parents are not permitted into the centre. We will escort your child to and from their classroom.

Health

- Children and/or families with a compromised immune system are encouraged to arrange alternate care, if possible.

We encourage all families to visit <http://www.edu.gov.on.ca/childcare/>

Fairy Glen Day Care believes in working closely with the entire family. Please take advantage of our open-door policy and visit the centre anytime. We encourage parent participation in our daily program and during outings.

23. Valued Goal Implementation

Learning and care for a diverse group of children and their families, while fostering engagement of ongoing communication with parents in regard to Fairy Glen's Programs and their child(ren).	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none">• We need a strong understanding of a child's development.• We provide opportunities to network with Fairy Glen Day Care Centres and the community, as well as providing an inclusive environment to meet individual needs.• Understanding of children from different perspectives.• We are sensitive to families' cultures, values, and language.	<ul style="list-style-type: none">• Equity is to be provided for all clients and supports parental choice. Learn names of both children and parents and proper pronunciation of them.• Learn about each family's unique dynamics, respect the culture of each child and family, and incorporate into the program.• Review policy on Diversity and Inclusion regularly.• Newsletters – bi-annually.• Implement individual support plans for children with exceptionalities.• Daily interaction between parents/children/caregivers.• Display images and documentation within our environments that support diversity and current family dynamics.• Labelling around the room in different languages.• Diverse menus.• Diverse toys, equipment, and supplies that are accessible at all times.• Learning stories and photo documentation.• Provide resources for families.

An environment that is engaging, secure, consistent, and stimulating, in which a child's learning and development will be supported.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none">• Child to child or adult to child initiated activities.• Fostering good relationships with children, families, and educators.• Every child deserves to have someone's eyes light up when they enter a room (Clinton, 2012).• Every child needs to have a sense of belonging by being recognized as an individual and supported as such.	<ul style="list-style-type: none">• The environment for the children and staff is pleasant and it's obvious that positive interactions are occurring.• Daily communication, arrival and departure acknowledgements, recognizing them as an integral part of their child's learning.• Acknowledging the children's statements, comments, and questions by listening and engaging in their topics of interest.• Make strong connections to the children so that they feel safe and have the confidence to play, explore, and learn about the world around them.• Age-appropriate program planning.• Responding positively to children's cues and engaging in reciprocal interactions.• Examine ways to promote children's learning in their outdoor environment.

An environment that promotes good health, hygiene, rest, and nutrition.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> The team ensures that Fairy Glen Day Care environments will provide, but are not limited to, safe, comfortable, nurturing, stimulating, and developmentally appropriate environments, that also promote good health, hygiene, rest, nutrition, and active play both indoors and outdoors. 	<ul style="list-style-type: none"> Follow and implement Canada's Food Guide in planning of meals and snacks. Work in partnership with the Durham Region Health Department. Educators provide role modelling of proper hand washing, good nutrition, rest, and exercise. Allow children to self-serve during meals; learn to regulate their food intake with monitoring by educators. Independently dress, etc. Reflect on how early learning environments impact children's physical and mental health. Provide regular unstructured times outdoor beyond the regulated requirements.

A play-based learning environment providing child initiated and adult supported experiences focusing on all areas of development.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> Children are allowed to express their independence through guidance and role modelling, as well as provide learning opportunities for children to engage in self-regulatory actions that allows for them to become competent, curious, and rich in potential. Staff will continuously evaluate our learning environments through child-initiated activities that promote self-esteem, self-awareness, and self-regulation while allowing for children to positively explore, play, and inquire, while promoting independence. 	<ul style="list-style-type: none"> Document learning. Plan based around interest of the children. Provoke thought and engage in conversation at an age appropriate level. Encourage independence by allowing the children to try new things, take risks, and identify safety issues, and plan for them. Take opportunities for children to practice the rules and apply to new situations. Visual schedules utilized to assist with self-regulation. Always ensure play is the main focus of our curriculum.

An inclusive environment that meets the individual needs of the child, while continuing to recognize that they are a child first.

<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • That children are children first and an exceptionality or developmental delay is secondary. • All children should be given the opportunity to have a sense of belonging to their environments. 	<ul style="list-style-type: none"> • Labelling of items. • Visual schedules. • Connect with outside agencies (with parental consent) to receive the input of professionals how to meet the needs of the child with true inclusion at the forefront of planning with the childcare. • All materials and equipment are incorporated into the program. • Individual Support Plans for children with exceptionalities. • Team meetings that involve families, school personnel, and outside agencies. • Physical space will be monitored and changed as required, and, if possible, shared space.

Parental choice and opportunities to network.

<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Have an honest and open relationship with parents. • The families deserve the best in quality childcare, and we strive to keep them educated and informed. • Parents know their child(ren) best. • We foster the engagement of ongoing communication and networking between children, parents, and the childcare team while encompassing Fairy Glen Day Care Centres Program Statement and Valued Goals. 	<ul style="list-style-type: none"> • Parents are invited to interact with their children in our programs. • Formal networking sessions between all parents and the children within the centre. • Orientations with all families upon enrollment. • Parent information/resource board are located at the entrance of all of our centres, or in designated area. • Access to our website, emails, and external resources links. • Parent handbooks. • Informal/formal networking. • Parent involvement on the board of directors. • Newsletter • Invitation to parents to join in centre-based activities.

Continuous professional learning is recognized and supported by all members of the childcare team.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Our staff are educated, qualified, and continual learners. • Staff are responsible for their own learning and development. • Engage in professional learning, mentorship, and partnerships in both a formal and informal manner that supports learning, development, well-being, self-care, and reflective teaching practices that encompasses How Does Learning Happen? 	<ul style="list-style-type: none"> • Team and staff meetings. • Strategic planning that allows staff to have input into the organizational future goals. • Professional learning opportunities for staff are: <ul style="list-style-type: none"> ○ Networking sessions ○ Pedagogical inquiry tool ○ Learning modules ○ Podcasts ○ Webinars ○ Seminars ○ Conferences, etc. ○ Mentoring • Encourage reflective practices. • Support the College of Early Childhood Educators – Continuous Professional Learning.

Community supports and partnerships to enhance learning, development, well-being, and support the educators, parents, and children.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Community partnerships are necessary to support all of our valued goals. • We need to actively participate on committees within our community to ensure that linkages are made as well as to ensure that we are providing the best services to families as possible. • Fairy Glen Day Care Centre complies with, supports, and works cooperatively with the Ministry of Education, the Regional Municipality of Durham Children's Services, the Department of Health, the Fire Department, and How Does Learning Happen? 	<ul style="list-style-type: none"> • Facilitate smooth transitions from early learning environments to school. • Support partnerships between outside agencies including the schools that our centres are housed in. • Utilize community agencies. • Utilize the Nippissing Developmental Checklist for infants and toddlers one month after enrollment, or on an as needed basis. • Continuum of learning between the school and child care environments. • Document learning in a number of formats. • Use of the No Wrong Door resource binder with staff, students, volunteers, and parents.

The continuous monitoring of the impact our program statement and valued goals have on our children, families, childcare team, and community partners.

What We Believe...

How We Implement...

- Monitoring, reviewing, reflecting, and revising our program statement annually.
- Staff, board, and management are essential.

- Make learning visible through pedagogical documentation.
- Utilize quality assurance documents.
- Follow direction as outlined in all reports received from outside organizations.
- Annual parent survey.
- Developing a shared vision with educators, parents, children, and the community.

NOTES: _____

Fairy Glen, Where Children and Families Come First